



GREYHOUND AUSTRALIA MOVES TO BRIDGESTONE BANDAG

CUSTOMER PROFILE GREYHOUND AUSTRALIA

Greyhound Australia is the country's only national coach operator and services 1100 destinations daily. Carrying more than 1.3million passengers annually, the company which is more than a century old, boasts an impressive safety record.

With dual roles of National Operations Manager and National Fleet Service Manager Mr Nick McDonald has the responsibility of overseeing all of the maintenance and operational aspects of the business.

Mr McDonald said that the fleet consisted of 144 vehicles.

"The majority of our fleet is 12.5 metre three axle express coaches but we have approximately 40 14.5 metre three axle express coaches," he said.

"The average coach travels 250,000 to 275,000 km per year and all up the fleet would clock around 30 million km per year."

Having such a large responsibility of ensuring that the vehicles are in tip top condition Mr McDonald says that focusing on preventative maintenance is his number one priority.

"The philosophy that has been passed on to me by my predecessors is that an ounce of prevention is worth more than a pound of cure," he said.

"We have a very sophisticated computerized maintenance package and very strict servicing standards which in my opinion are the highest standards in the industry. The entire fleet's servicing program is built around preventative maintenance."

He said that they constantly review the relationships that they have with their suppliers in order to achieve best practice outcomes for their business.

By way of example he points to the benefits that have been achieved since changing tyre suppliers.



Nick McDonald
National Operations Manager
Greyhound Australia

"As soon as we changed tyre suppliers to Bridgestone for our new tyres and Bandag for our retreads we were immediately impressed by their professionalism," he said.

"Just the way that they looked at our business relationship as a strategic partnership so that we move forward together was truly fantastic."

He said that whenever Greyhound branched out into new areas Bridgestone and Bandag were there right beside them to see where they could help and what they could do to make things happen.

"When we went into areas like Roxby Downs, Kununurra, Katherine and Broome Bridgestone and Bandag were there to supply us with tyres one way or another."

"If they didn't have a current tyre arrangement they moved in there for us to make sure we had the correct supply of tyres.

"The quality and standard of the Bridgestone and Bandag tyre products is great. We don't experience any failures and never have problems with stock supply or tyre fitters.

"The standard of Bandag's cold process recapping method is first class. We've been extremely happy with the Bandag recaps on the coaches. The casings are capped twice

and generally we make sure that we use our own cases.

"We ensure that the casing that comes off a particular coach is the same one that will go back onto that coach after recapping."

He said when Greyhound changed over to Bridgestone and Bandag as their tyre supplier they went to the Bandag factory at Wacol to inspect the retreading process.

"Going to the Bandag factory and actually seeing the retreading process first hand gave us great confidence in the product," he said.

"The efficiency of our business has improved markedly since Bridgestone and Bandag have come on board as suppliers. Because they service the stock so well it means I don't think we could ask for better partners in Bridgestone and Bandag.

"They are what I term a low maintenance supplier who simply come in, do the job well and enable us to get on and do ours.

"Safety is paramount to us and having key suppliers like Bridgestone and Bandag supporting us with quality products and service means we are better for the relationship."

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