

Australia's fastest growing bulk carrier trusts its maintenance to Heavy Diesel Specialists

Hills Tankers provides logistics solutions to the dangerous goods and bulk liquids industry. From humble beginnings as a distributor for Esso in 1960, this second generation, family owned business has grown into one of Australia's leading transport businesses. From its base in Beresfield at the northern end of the M1 motorway, they operate a fleet of 50 tankers up and down the eastern seaboard and beyond.

With a workforce of over 100, Hills are renowned for having the best people in the business, an impressive safety record and dedication to providing a safe, productive and responsible work environment. Fleet combinations include tri-axle semi-trailers, 19m and 25m B/Doubles and Triple Road Trains, strategically located regional centres allowing timely response to industry demands. Hills Tankers also operate accredited tank washing facilities, allowing the company greater fleet flexibility whilst maintaining the highest level of safety and product integrity.

Its innovative logistics services and transport solutions, collaborative customer engagement and long established partnerships, provide its customers a competitive edge.

Challenge

Prior to 2013, Hills had contracted a number of suppliers, both large and small, to assist with mechanical repairs and maintenance. As the business grew and new vehicles joined the fleet, issues arose around the quality of mechanics that were supplied. Often they were apprentices with little hands-on experience and there was an obvious lack of continuity of contracted mechanics with many different faces appearing at the depot. Added to this, these mechanics were often late to arrive and sometimes didn't turn up at all. Hills simply couldn't guarantee its fleet would always be working at maximum efficiency and, just as importantly, couldn't ensure its strong safety record.

Solution

Heavy Diesel Specialists was engaged by Directors, both Andrew and Peter Hill, in 2013 and has been retained as the preferred supplier for outsourced mechanical maintenance and repairs each year since. Hills works closely with Heavy Diesel Specialists to map out a service schedule for each truck and trailer in the fleet and ensure they are all in top working order. This rolling schedule of planned work is also complimented by unplanned urgent work when it's occasionally required.

According to Tony Davis, the Maintenance Manager at Hills Tankers, the relationship has gone from strength to strength because of the shared respect for superior service and reliability.

"Their commitment to customer service is a direct reflection of ours," said Tony.

"They are very attentive and always drop everything to work on our vehicles if asked," he explains. "They also always supply an experienced mechanic and have a very stable workforce so the same mechanics are always working on the trucks and trailers. They get to know our fleet and are always proactive."

Result

When delivering dangerous goods such as fuel, reliability and safety are both critical. With Heavy Diesel Specialists as the main supplier of mechanical services there have been no defect notices and clear record of operations for almost three years.

"We run a very tight ship here at Hills, so we need partners who respect our extremely high levels of customer service, compliance, efficiency and safety," explains Tony. "This is certainly true of Heavy Diesel Specialists. We appreciate the fact they are always conscious of time and materials without compromising our high standards."

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