



Protecting the Heart of the Operation

The selection of the right parts and components can make a big difference for a transporter as learn from a veteran of the industry

Arriving at their yard, one can feel a sense of urgency. It is a busy yard with trucks coming and going and staff going about their business with focus and dedication. With a fleet of 130 trucks, Chan Pak Keong, Executive Director L.T.S. Haulage Sdn Bhd, handles fast moving consumer goods (FMCG), which explains why there is such a hive of activity: These goods have to be moved on time. Transporting these goods all across the peninsula, L.T.S. Haulage has built itself a reputation of being dependable. Chan spoke to Asian Trucker about how this reputation was earned by being a service provider that their customers can trust.

The operations started in the 1970s. It was Chan's most memorable moment when his father handed him a number of trucks to start his own business. Back then, the business was called Lorry Transport Services, which was later shortened. "With these trucks came the obligation to ensure that the business is successful, as it was passed to me by my father and I can't let him down." From there stems Chan's ambition to ensure a high uptime of his fleet. Typically, goods will need to be moved with short notices of around 24 hours; oftentimes clients require their goods to be moved on the same day. Chan said that it is not unusual to be needing to outsource some jobs as his own trucks are fully booked.

"We found that filters are really important parts in trucks. For example, we are now running on Diesel with ten percent content of Biofuel. This means that there is always water contained in the fuel and we need to separate that before the Diesel is being injected into the combustion chamber," Chan explained. Thus, all of L.T.S. Haulage's trucks are equipped with Hengst's Blue.maxx. When Biodiesel was introduced, Chan, together with Allegiance Malaysia, researched this topic to understand how this will impact the operations. Based on the recommendation of Allegiance Malaysia, Chan then went to use the Blue.maxx for all his trucks.

What Chan found out is that the Blue.maxx has a more effective filter medium compared to others. The investment is worth it as a damaged fuel injector is expensive while such a damage also results in significant downtime of the truck. Together with the use of other higher quality filters and lubricants, Chan is servicing his trucks every 30 000 kilometres, which means that the vehicles will come in less often for service. "What we found is that the fleet overall has fewer injector problems," he summarised.

Asked about the choice of oil and air filters also being Hengst, Chan said that "To us, the engine is the heart of our business and we cannot afford to put that at risk." Through this, the service intervals have been stretched, meaning



that the vehicles only need to come in for service every two months. Another aspect of the high uptime is that Chan is able to attract good drivers as well maintained and dependable trucks mean that drivers can earn a good salary since they are paid per trip. According to him, the trucks are also replaced before they start to become more prone to breakdowns.

Just as his clients trust L.T.S. Haulage as a reputable provider, Chan himself urges only buy from reputable parts suppliers and to insist on originals. Although price pressure and increasing cost are challenges he and others are facing, in his view the alternative is more costly when cheap or even counterfeit parts fail. An aspect he pointed out is that L.T.S. Haulage is focusing on safety, having trailer EBS and cameras installed on their trailers. Chan is convinced that higher-quality parts add an additional layer of safety as there is less chances of failures resulting in potentially dangerous situations. **F**