

MPOQ

MUNCIE POWER QUARTERLY



REAL-TIME SUPPORT TECHNOLOGY

Discover how the Advantage+ control system breaks down distance barriers

ALSO INSIDE:

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UP MUNCIE

Crucial Conversations

Delivering on Our Brand Promise

I once had a customer pull me aside and tell me that one of my key employees simply did not fit our brand. He went on to tell me very specifically the elements of their actions and behaviors that created a crack in the solid foundation of our brand promise. This crucial conversation was a shot across the bow of my management philosophy and forced me to take a hard look at key managers in

our company from a perspective of brand alignment instead of checking boxes related to personal performance.

Strong brands like Starbucks, Coca-Cola and many others are very careful to stay consistent in brand messaging whether it relates to advertisements or personnel interactions with customers.

Too often we find it easy to overlook these elements in brand management because we produce and sell commercial products. But, customers notice things; they care about who they deal with in every transaction and pay for consistent service.

It's one thing for us to be mindful of marketing consistently but the most important thing we can do is to deliver on our brand promise by doing what we say we are going to do in the manner that we promise to do so.

I am truly grateful for the customer experience that once again, taught me how to serve them better. ■






Ray L. Chambers

Chairman, CEO & President

Ray Chambers joined Muncie Power Products as Vice President of the Tulsa (Oklahoma) Division in 2004. He became President of the company in 2009, and was named to his current position in January 2012. He holds a bachelor's degree from Oklahoma Wesleyan University and a master's degree from Southern Nazarene University in Bethany, Oklahoma. He is a thought leader and visionary within the industry.

Four Keys to Ensuring Brand Promise

- 1 Look at employees** from the perspective of brand alignment instead of checking boxes related to personal performance
- 2 Stay consistent in brand messaging** whether it relates to advertisements or personnel interactions with customers
- 3 Remember customers care** who they deal with in every transaction and pay for consistent service
- 4 Deliver on brand promise** – do what we say we are going to do in the manner that we promise to do so

The World of Refuse:

Automated Side Loaders *by Sal Knieriem*

Growing up in Los Angeles County, residents like myself were subject to many changes in the refuse market. Front loaders – mainly used for residential collection over the last few decades – are just one example, as today front loaders have been replaced for residential collection by more advanced trucks.

These once common front loaders had a huge can on the front of the truck, which trash collectors would manually dump the trash into from the cans at your home. This trash would then be dumped from the truck's can into the hopper.

Back then we dumped everything we could into our trash cans – trash

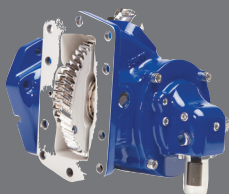
from our homes, cans, aluminum, glass and grass clippings.

Today we have three trucks – one for dumping trash, one for recycled goods and one for grass clippings, etc. These trucks have one thing in common; they are all automated side loaders.

Thanks to the automated side loader, trash collectors no longer have to get out of the cab. With advanced technology, the driver can simply and efficiently operate the arm of the side loader with a touch screen monitor.

The automated side loader's retractable arm, usually located on the right side (curb side) of the

Commonly Used Power Components



CS24

The CS24 Series power take-off is a clutch shift PTO engaged by means of a solenoid activated, wet clutch pack. Two assembly arrangements allow the PTO to be mounted shaft high or low on either side of the transmission.



MLSM

The MLSM Series Live Pak pump system provides protection against hydraulic overspeed damage while allowing the driver to maintain full use of the hydraulic system on refuse vehicles.

truck, the driver controls using a button to extend, close, lift and dump the load into the hopper. Once completed, the arm returns the can to where it was when the truck pulled up – 10 to 12 seconds ago.

An automated side loader's system uses proportional valves, load sense valves, proximity switches and vane and proportional piston pumps. These systems are now operating at 3,000 to 5,000 PSI and its cycle times faster, enabling the truck to pick up more trash in one day.

While there are many advantages to the automated side loader, users should be mindful of preventive maintenance, pressure settings, cost and leaving the PTO in gear.

Preventive maintenance is key to ensuring the life of the hydraulic system. This includes replacing filters in a timely manner, and hoses when a leak or drip from the fittings occur.

Another tip – making sure pressures are accurately set. If not, hoses can burst within the hydraulic system – most often the pressure line; although, suction and return lines can as well.

The latest in technology also comes with a higher price tag. While this added cost is minimal compared to the benefits, it is still something to be considered.

Although some customers build trucks with load sense valves, load

sense pumps, Wi-Fi, input/output and touch-screen communications today, there are still customers who build trucks the old-school, less expensive way with bang bang valves, pneumatic controls and pneumatic hand controllers.

And even as automation has helped alleviate a once common mistake in refuse applications, drivers should still be wary of leaving the PTO in gear – burning up the clutch pack.

Automated side loaders have already changed the game within the refuse market, making trash collection more efficient. The automated side loader is a great option, but like with all things has to be maintained. As customers build upon these systems, we anticipate the refuse market will only continue to change. ■



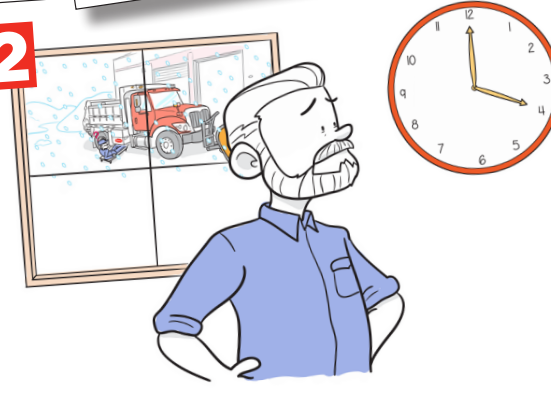
1. Automated side loaders have made trash collection more efficient.
2. They feature advanced technology, which is more expensive, but is minimal compared to the benefits.
3. Preventive maintenance is a must! Replace filters in a timely manner and hoses when a leak or drip from the fittings occur.
4. Make sure pressures are accurately set. If not, hoses can burst within the hydraulic system.

1



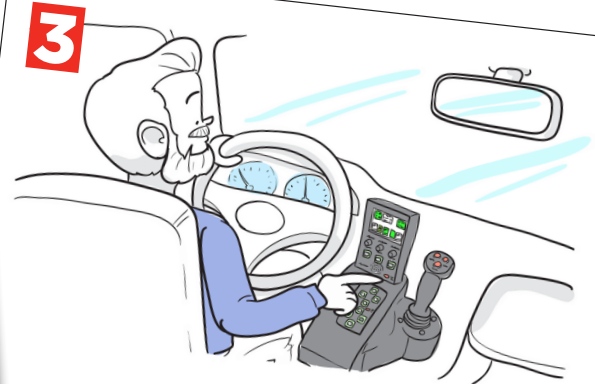
There's a snowstorm and your truck's hydraulic system is down. The problem is beyond your mechanic's capabilities. Getting on-site technicians could take days.

2



You need your truck now to fight this storm because public safety is critical and time is of the essence.
You need help from Muncie Power Products.

3



Muncie Power Products' Advantage+ control system with its integrated, **real-time support app** is your solution. Say goodbye to distance barriers; expert help is available in minutes.





4



The **Advantage+** features revolutionary, diagnostic capabilities to remotely examine your system through a Wi-Fi connection. Measuring hydraulic pressures, voltages and electric currents – as well as making adjustments – is instantaneous.

5



It's providing support as if we're on-site. Just launch the app from the touch screen and you're connected to Muncie Power Products technicians. Why wait days when all the technology you need is right at your fingertips.

6


www.munciepower.com/snow
800-367-7867



Let us help get your truck back on the road, fighting the storm. Learn more about Muncie Power Products' Advantage+ control system and our other product lines by visiting our website or call us at 1-800-367-7867.

**WATCH OUR
NEW VIDEO**

munciepower.com/snow

SNOW & ICE DIVISION

Maintaining Quality Control with ISO 9001:2008

In today's marketplace with numerous companies fighting for consumer attention, neglecting to have a formalized quality system in place to maintain quality is not an option.

Muncie Power Products, recognizing the importance of quality assurance, obtained its ISO Certification in November 1999 for "The design, manufacture and distribution of truck mounted hydraulic systems." With 35+ years of experience working in quality control, Quality Manager Dale Wilson has a propensity for making sure that the rules are followed.

As Wilson stated, Muncie Power Products has chosen to model its quality management system after the ISO 9001:2008 standard. Muncie Power Products' quality management system is focused on meeting customer expectations and delivering customer satisfaction.

In 2017, Muncie Power Products will be transitioning to the new ISO 9001:2015 standard.

The ISO 9001:2008 standard is not solely for companies within the mobile hydraulics industry or those that design, manufacture and distribute a product like Muncie Power Products. ISO 9001:2008

Dale Wilson

Quality Manager

Dale Wilson joined Muncie Power Products as the Quality Manger in 2009 and is the company expert on all things ISO 9001:2008. He attended Northeastern Oklahoma State University in Tahlequah, Oklahoma. He is married to his wife, Lisa, and has four children and one stepchild – all grown. Outside of work, Dale enjoys golfing, yard work and keeping things clean.



can serve as a model for other companies' quality management systems as well.

"A company could be making coffee cups and ISO 9001:2008 can apply to the processes that influence product or service quality," Wilson said.

Should a company choose to model its system after ISO 9001:2008 that company does not have to become certified; however, there are benefits to doing so.

"The greatest benefit of all is that our customer, or end user, has assurance that they are receiving a quality product that will meet or exceed their expectations," Wilson said.

Beyond this assurance, ISO 9001:2008 also serves as a guide and resource for companies.

According to Wilson, "An ISO 9001:2008 Quality Management System will help you to continually monitor and manage quality across all operations. As the world's most widely recognized quality management standard, it outlines ways to achieve, as well as benchmark, consistent performance and service."

Certification is not however, relative to the product itself.

"It is important to remember that it is not the 'product' that Muncie Power Products manufactures or assembles that is ISO 9001:2008 certified; it is the management system covering the 'process'

through which our product has been realized that is ISO 9001:2008 certified," said Wilson.

ISO 9001:2008 allows Muncie Power Products to become a more consistent competitor in the marketplace. And while having a system like this in place should help companies from falling victim to the typical challenges associated with quality, companies should always be vigilant for errors.

As Wilson explained, "Mistakes happen when processes are not followed."

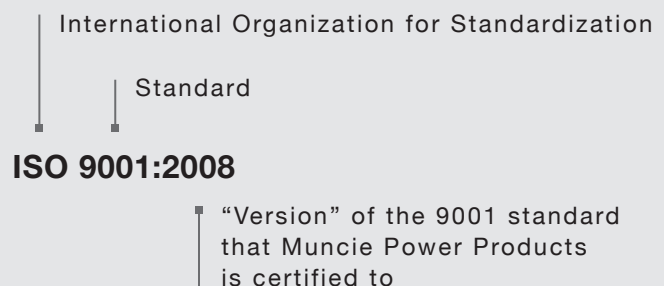
To help monitor, manage and ensure quality, companies can employ a variety of tools like those utilized by Muncie Power Products including a closed-loop quality plan, quality metrics and holding strategic quality meetings.

For companies curious on how to improve quality, Wilson has one predominant recommendation, "Document what you do and do what you document." ■



Document what you do and do what you document."

ISO 9001:2008 BROKEN DOWN



GET TO KNOW US

Mandi Gurley

Warehouse Coordinator –
Crew Leader

A long-standing team member at Muncie Power Products, Mandi Gurley has been with the company for more than 22 years. Before adding crew leader to her title in 2010, she served as label maker, accounting clerk and warehouse coordinator over the course of her career with the company. When she's not at work, Mandi enjoys reading, shopping, catching some sun during the summer months and spending time with family and friends. She has one son named Grayson.



Growing Up Muncie

Starting her career with the company at the age of 19-years-old, Warehouse Coordinator – Crew Leader Mandi Gurley has grown up at Muncie Power Products – learning about the company, life's lessons and herself along the way.

Fast-forward 22 years and Gurley remains passionate about her

job at the warehouse distribution center in Muncie, Indiana, and loves working at Muncie Power Products just as much, if not more than she did on day one at the company.

"Muncie is a great company," said Gurley. "They want their employees to succeed, both personally and professionally."

While it is the people at Muncie Power that have played perhaps the largest role in her decision to make her career with the company, Gurley also notes the company's stability and her supervisors who have always promoted an environment where family comes first.

"I love everyone that works here," she said. "We're a family and we look out for each other. We want everyone to do their best and we are there to help."

Gurley is no exception as she lends a helping hand on a daily basis within her position as warehouse coordinator – crew leader.

"I feel like I'm station one of the shop," Gurley said. "As soon as the sales team enters an order it prints at my desk and I get everything ready for the order before handing it over to the shop."

In today's technological age, orders, labels, inventory, purchase orders and other tasks that were once assigned to her in doses are now simultaneous or as Gurley says, "compounded."

She is in fact the designer and editor of the numerous label formats used for identifying product and quantity within the shop, which are important for maintaining inventory and completing orders.

And every one of these tasks that Gurley handles within the shop is time-sensitive. With this time sensitivity however brings a feeling of accomplishment as a team –

knowing that at the end of the day they've beat the clock and as Gurley mentioned, are able to say, "Yes! We did it! Again!"

It is this hustle and bustle and unpredictability that Gurley likes about her position, which continually changes from day-to-day and challenges her.

"When I come in in the morning I have no idea what's going to come at me. I feel like my job out here is challenging every day," explained Gurley. "I learn something new, get better at something or teach someone something every day."

With a passion for her job, Gurley takes advantage of company opportunities to continue learning including taking a leadership training course this spring called Emergence. Through this opportunity Gurley has gained a better understanding of differing learning styles, which she now applies within her position.

Beyond professional growth, the course has also helped Gurley learn more about herself.

"I used to think that I'm just a person, another number in a city full of people but it just takes one person to make a change," she said. "Everyone has a voice."

Taking this to heart, Gurley promotes positive change to best serve Muncie Power Products and its customers. ■



We're a family and we look out for each other."



Member of the Interpump Group