



SPECIAL RECOGNITION

TOP SERVICE IN NORTH AMERICA

Komatsu honors Kirby-Smith Machinery for service operations

Komatsu America Corporation (KAC) awarded Kirby-Smith Machinery, Inc. the Top Service Department Operations Award in North America for 2015. The service award is developed from a matrix that includes areas such as completion rate for Komatsu CARE, conversions to Extended CARE, JoiFul meetings with customers and warranty performance.

Komatsu CARE is the complimentary service included with Tier 4 Interim and Tier 4 Final machines that provides service for three years or 2,000 hours. Extended CARE is the continued service of customer units through preventive maintenance contracts for service after the initial periods have expired. JoiFul meetings are held with customers, providing joint fulfillment of machine and dealer performance, and provide another method of partnering with customers in a real-world application.

"Komatsu is pleased to recognize Kirby-Smith Machinery with the Top Service Department Operations Award for 2015," said Buck Lawson, Senior District Manager for KAC. "Kirby-Smith's commitment to continuous improvement and servicing our customers is truly exceptional. KAC and our customers are fortunate to have them represent our products in such an important marketplace."

Komatsu is one of many major manufacturers Kirby-Smith Machinery represents. It is a leading industrial, road building and construction equipment dealer of cranes, excavators, dozers, pavers, boom trucks, backhoe loaders and other heavy equipment. Established in Oklahoma City in 1983, Kirby-Smith has grown into a

regional distributor with 10 branch locations throughout Oklahoma, Texas, Kansas and Missouri, and serves customers worldwide through its website.

"Each location offers superior maintenance and inspection services," said David Cooper, Vice President and General Manager, Southern Division. "We work hard to ensure customer downtime is minimal and customer satisfaction is high, and this award proves we're on the right track." ■

Komatsu America Corporation Senior District Manager Buck Lawson (left) presents Kirby-Smith Machinery Vice President and General Manager, Southern Division David Cooper with the Komatsu's Top Service Department Operations Award for 2015. "Each location offers superior service, maintenance and inspection services," said Cooper. "We work hard to ensure customer downtime is minimal and customer satisfaction is high, and this award proves we're on the right track."

