



The new JOST Australia facility in Victoria.

## Moving on up

**JOST AUSTRALIA'S** HEAD OFFICE HAS A NEW HOME IN VICTORIA. WITH TRIPLE THE SPACE AND ROOM TO EXPAND, THE COMPANY IS PREPARED FOR THE COMMERCIAL ROAD TRANSPORT INDUSTRY'S GROWTH.

Australia's freight task is growing at a remarkable rate. The domestic land freight task alone is projected to grow by 80 per cent between 2011 and 2031, and as such, preparing for the future was a key topic at the recent Australian Logistics Council (ALC) Forum in Melbourne. At the event, it was revealed that 26 per cent of the nation's freight task growth will occur over the next decade, and that both government and industry must prepare for the future, now. In line with the event's focus, the industry's growth has also been a point of attention for heavy-duty equipment supplier, JOST Australia. With more and more road transport vehicles on the road specifying JOST equipment, General Manager, Sales & Marketing, Corey Povey, says the company is experiencing a strong and consistent growth that shows no signs of slowing. In preparation for the projected industry expansion, JOST Australia has made the move to a new, bespoke facility in Victoria

**“We must continue to provide a great customer experience at every touch-point that our customers have with JOST – before, during and after the sales process.”**

that triples the company's footprint. Now found in Melbourne's western industrial centre in Derrimut, Corey says the investment in a new facility will provide a number of benefits for JOST customers across the country. “We'd simply outgrown our old facility,” Corey states. “With the additional space, we have been able to expand our warehousing space, include new racking and more roller doors for improved goods receipt and dispatch, which gives us productivity and efficiency gains in providing more products to our customer as demand increases.” The improved service for customers is a priority outcome from the facility upgrade,

Corey says, adding that not only the fulfilment speed will improve, but also the depth of the service JOST Australia can provide. “It's important to note that with the new facility, we can help our customers by offering more in-house truck fit-ups. But we have also made sure we have additional space for customer interaction and product training,” he says. “The customer is always the focus for JOST Australia and we wanted to make sure that was apparent as the company grows.” With the global headquarters in Germany, Corey says that while the customers in the two markets differ in terms of truck and trailer combinations, distance of travel and ambient temperatures, they

share a common need for good quality, fit for purpose ancillary components and the support only a dedicated company can provide. “Having subsidiaries on all five continents, JOST is a global player in the industry of connection parts for trucks and trailer. One thing we have found is that no matter how the geography alters the required product specifications, some things are always the same,” Corey says. “All customers need

information and support, as well as the aftersales service and back-up with regard to spare parts and product training, and that's certainly something we can provide with our new Victorian facility.” As well as keeping close to customers to provide support, JOST says it is also an important way to truly understand the local industry's needs and allow it to quickly respond to local market trends. “We stay close to customers and the relevant industry

bodies in regard to any upcoming changes – whether they are driven by customer innovation or legislation – to ensure JOST is ready to support customers both globally and locally,” Corey explains. “In Australia, Performance-Based Standards (PBS, *ed.*) is becoming more and more common, especially in the tipper space. Combinations are getting heavier, especially the imposed loads through fifth wheels, and improving safety is the top priority.”



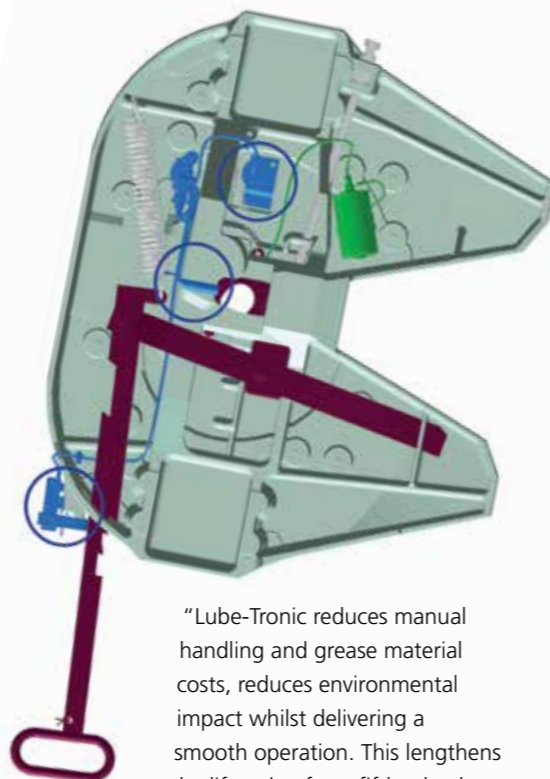
### Fast Fact

JOST Australia will soon launch a new website design with a brand-new user interface that will provide customers with up-to-date company news, easy-to-access product information and a host of other new features aimed at improving the customer experience.

JOST Lube-Tronic automatic lubrication system.



JOST JSK 37C Fifth Wheel.



"Lube-Tronic reduces manual handling and grease material costs, reduces environmental impact whilst delivering a smooth operation. This lengthens the lifecycle of our fifth wheel coupling."

In line with that focus, JOST recently launched its in-dash fifth wheel sensor technology to the Australian market, which integrates a three-point sensor for its JSK 37C fifth wheel to a display in the cab of some of the latest Volvo and Mercedes-Benz prime movers. "The coupling sensor helps ensure the safe coupling and uncoupling process of the fifth wheel," Corey explains. "The in-cab display shows the locking status of the coupling and helps operators to avoid incorrect coupling and subsequent loss of trailers."

Close communication with its customers

has also provided JOST Australia a firsthand look at the lifecycle of products and the time pressure in everyday business, as a consequence improving its products to reduce operator costs. "Our central lubrication system, Lube-Tronic, makes the operator's life easier by ensuring a measured grease delivery to the king-pin through our specially coated locking jaw," Corey says.

With each new product development that JOST Australia launches, Corey says training for both its staff and its customers is a standard procedure. "In fact, we're constantly training and up-skilling current staff as well as adding to the team – we've successfully onboarded new staff members in the last 12 months, a number of whom were front and centre at our stand at the Brisbane Truck Show, giving the industry a chance to see JOST Australia as more than just a faceless equipment supplier, but a part of the transport community." As the community mounts by the day towards the ALC's growth projections, Corey says JOST Australia will continue to invest in infrastructure like its new Victorian facility, and bring the right staff on board to maintain its high level of customer service. "Our key focus is always the customer. We must continue to provide a great customer experience at every touch-point that our customers have with JOST – before, during and after the sales process"



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