

GUIDELINES – Sutphen PowerPoint Template

Please read this slide & delete when complete with your project.

First slide - Do not edit logos. Please do edit footer information bottom right corner.

Format - Select new slide with the layout you need, please keep consistent throughout project.

Font - Calibri family.

Justification = Keep consistent.

Format - Concise with consistent bullet point format.

Logos & Photos - Keep original aspect ratio if/when resizing.

Colors – Please stay within theme defined colors.

Background – Keep same background. Black footer will stay, but can be overlapped.





SUTPHEN

Family Owned and Operated since 1890!



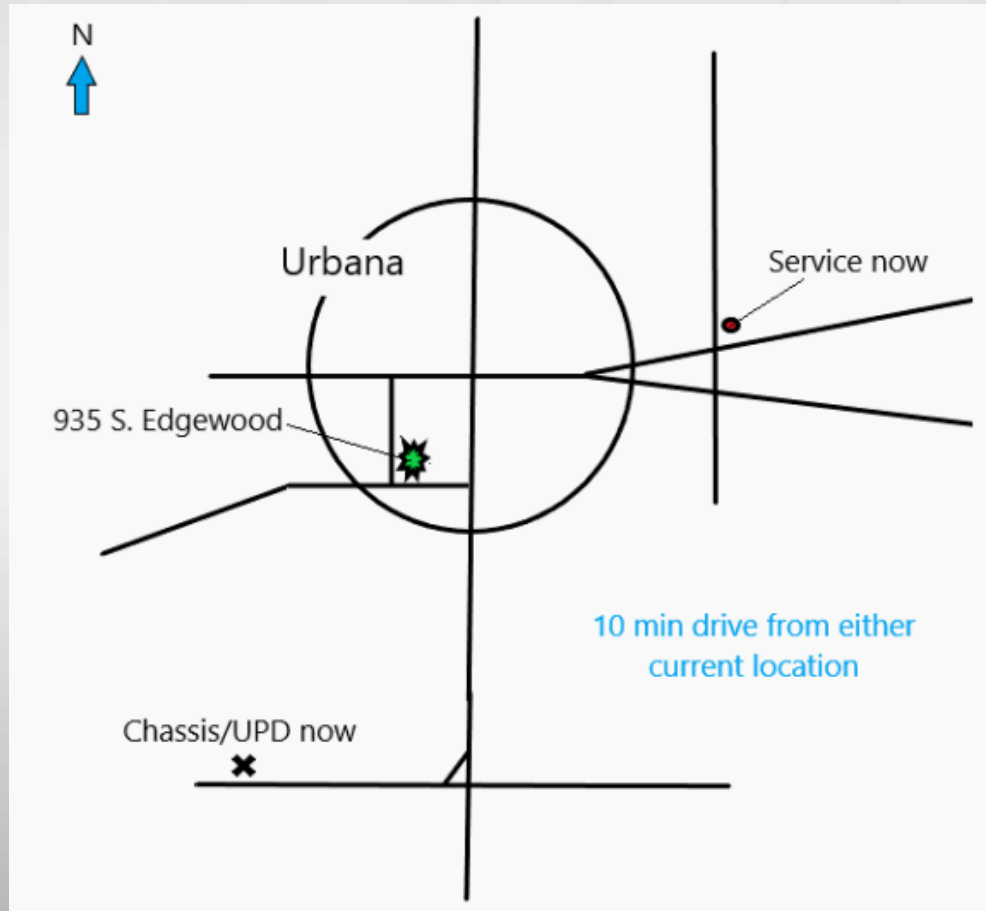
Date XX/XX/XXXX
Author
Team

New Facility Update

- Facility Description:
 - Combining the Chassis Division, Service Division and UPD
 - 935 S. Edgewood Rd, Urbana, Ohio 43078



New Facility Update



New Facility Update

- Specifications and features:
 - 185,000 square feet
 - Three dedicated Chassis production lanes
 - Three 3-ton overhead cranes spanning all the assembly lanes
 - Engine and transmission installation
 - Cab installation
 - Fire pump installation to stop splitting drive lines at body facilities
 - Three ramped loading docks with hydraulic levelers and trailer restraints
 - Centralized main warehouse with point-of-use areas in production
 - Pre-paint wash bay to improve surface preparation during Winter
 - Three dedicated post-production wash bays
 - Dedicated and “isolated” paint prep room to improve building cleanliness
 - State-of-the-art compressed air system with redundancy
 - “Built-in” fall protection via ceiling rails, harness and velocity lanyards
 - Dedicated on-site pump test pond with 2-truck capacity



New Facility Update

- Specifications and features, continued:
 - High intensity LED lighting through the facility
 - White painted framing, walls and ceiling to improve visibility
 - Dedicated and environmentally-controlled IT/Server room
 - Dedicate Gear Store off main lobby to promote sales
 - 75-person training center
 - Training center lobby to allow for calls and computer work without disrupting classes
 - Mezzanines located at point-of-operations
 - Main administration, UPD, Service, Materials
 - Break and restrooms underneath
 - Administrative office above with window for overlook and visibility
 - Ample meeting and conference rooms throughout to improve customer experience
 - Each equipped with video-calling and presentation equipment



New Facility Update

- Specifications and features, continued:
 - State-of-the-art security and fire monitoring
 - Updated phone system with paging
 - Full fire suppression, facility and paint booth/mix room
 - Access controls throughout with monitoring
 - Full internal and external video monitoring and recording
 - Three-bay, fire-station-themed delivery center
 - Dedicated customer lounge with 2nd level deck to provide delivery overlook
 - Positioned on 55 acres for simple expansion to support growth
 - 5-degree tilt pad for aerial testing on-site



New Facility Update

- July 2023 is planned for completion and occupancy Schedule and
- Current State:
 - Approximately 60,000 of the 185,000 framed
 - Approximately 25,000 of the 60,000 framed is also roofed
 - All underground plumbing and electrical work is complete
 - All footings and foundation are complete including cranes
 - Concrete pouring...
 - 1st floor, main offices
 - Shipping and receiving dock,
 - 10% of West Chassis floor
 - Main approach off Edgewood
 - Pump test pond is “roughed-in”



New Facility Update



New Facility Update



New Facility Update



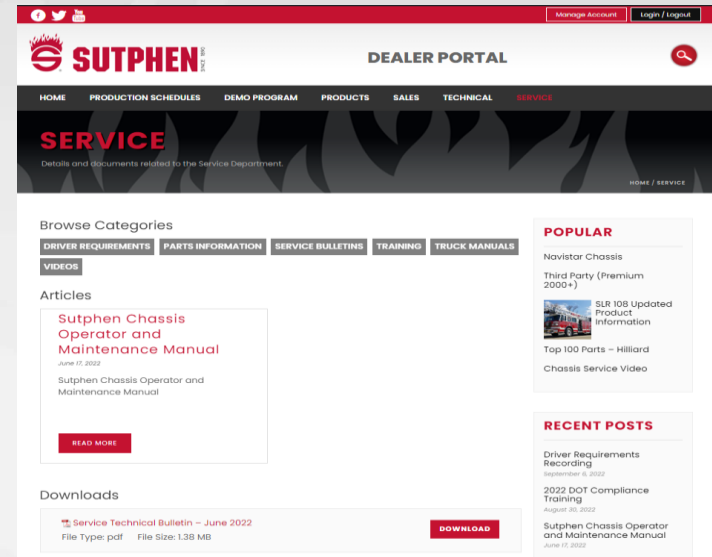
Service Operations

- Service:
 - Continued growth offering opportunities for adding team members
 - Routine service work increasing
 - Refurbishment program continue to gain interest...3 projects WIP right now
 - UPD demo production meeting goals
 - Demo conversions (post sale work) meeting goals
- Part Sales:
 - Continuing to grow and exceed goals/expectations
 - Developing additional channels for excess and obsolete part sales
 - Sending monthly “specials” emails to dealers
 - Developing “service kits” and “upgrade packages”
 - Increased inventory levels to adapt to long lead-times
- Tech Support:
 - Added new technician, Jaime Dodane
 - Call volume continues to increase as more trucks are delivered
 - Up 19% in first half
 - Additional Resource
 - Techsupport@sutphencorp.com



Service Operations

- Training:
 - Dealer Portal Tools Available:
 - Technical
 - Vendor Videos
 - Service> Truck Manuals
 - Aerial & Chassis Manuals
 - Warranty Information
 - Service> Training
 - Service Center Manual
 - Monthly Technical Bulletins
 - COMING: General Electrical Drawings w/ Index for Chassis
- EVT classes & Exams
 - Prep Classes w/ Proctored Exam
 - \$500 per class
 - 2023 schedule released
 - Questions? Training@sutphencorp.com



2023 SUTPHEN TRAINING SCHEDULE	
Jan 9-13	EVT F1- Maintenance, Inspection, and Testing Fire Apparatus EVT F3- Fire Pump & Accessories
Feb 7-9	Pumper Operations & Maintenance
Feb 13-16	EVT F4- Fire Apparatus Electrical Systems
Mar 7-9	Aerial Operations & Maintenance
Apr 10-14	EVT F2- Design & Performance Standards of Fire Apparatus EVT F6- Allison Automatic Transmissions
May 9-11	Pumper Operations & Maintenance
Jun 13-15	Aerial Operations & Maintenance
Jul 10-13	EVT F5- Aerial Fire Apparatus
Aug 8-10	Pumper Operations & Maintenance
Sep 12-14	Aerial Operations & Maintenance
Oct 2-6	EVT F8- Hydraulics EVT FA4- Advanced Electrical Systems
Oct 9-11	EVT F7- Foam Apparatus & Systems
Nov 7-9	Pumper Operations & Maintenance
Dec 12-14	Aerial Operations & Maintenance



Service Operations

- Documentation
 - Sutphen Operations & Maintenance Manuals:
 - Electronic Manuals will be available Jan 1st and the new standard at Sutphen. This will include:
 - (2) Flash drives
 - Keys w/ Keychain
 - Sutphen pouch.
 - Welcome
 - MSO & Delivery Documents
 - Manuals & Training
 - Hardcopies will still be available as a cost adder in SQS, but no longer included in the sale of the apparatus.



Service Operations

- Dealer Driver Requirements
 - Effective 1/1/2023 Dealer drivers are no longer allowed to drive under Sutphen's DOT number.
 - Dealers were notified of this on 8/4/2022
 - Informative sessions were completed by 8/31/2022.
 - Information on Dealer Portal
 - DOT# and COI submitted by 1/1/2023
 - Questions/ Support:
drivers@sutphencorp.com

