



SUTPHEN

Family Owned and Operated since 1890!



Date 11/12/2020
B.J. Laney
Team Dublin

First Year Recap

- Operating safely
- Good quality trends at final inspections
 - Chasing too many trucks post-delivery past 90-days
- Building more trucks than we did a year ago closer to on-time
 - More realistic schedule / quoting commitments
 - ~90 days past due delivery to ~30 days past due delivery
- Team-based alignment: strategically, tactically, and physically
- Thank you for the education and keeping us busy

We must first stabilize, then we can improve



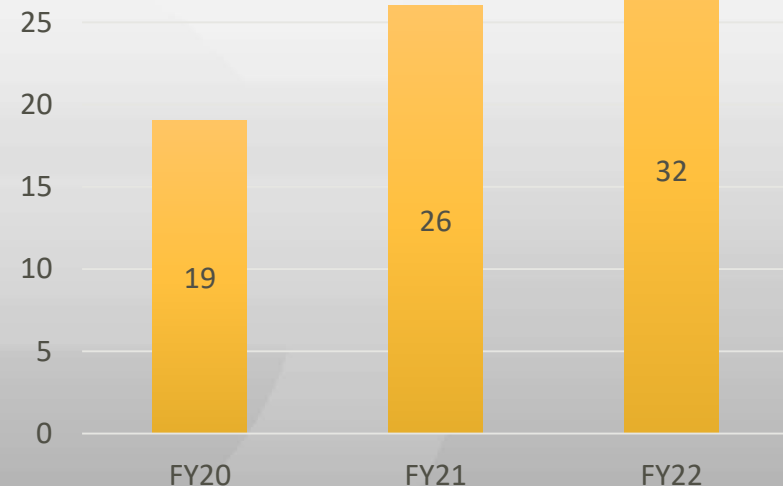
Aerial Value Stream

	A	M	J	J	A	S	O	N	D	J	F	M
RIE	X					X						
Proj.		X			X		X		X			
JDI					X		X					

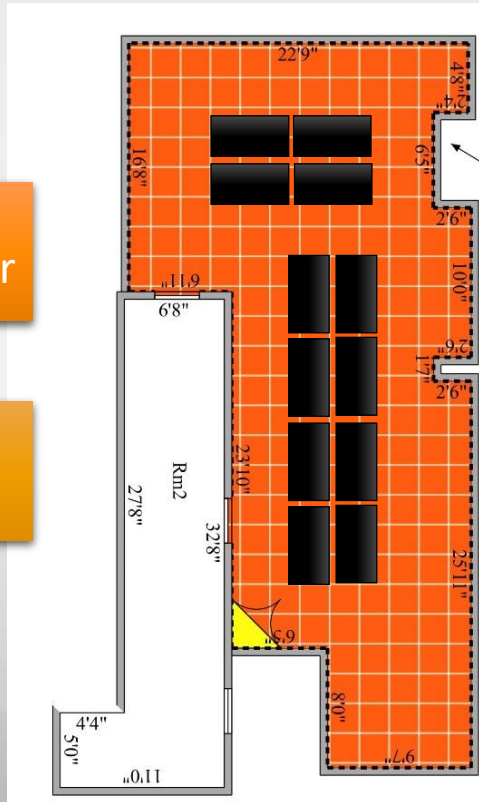
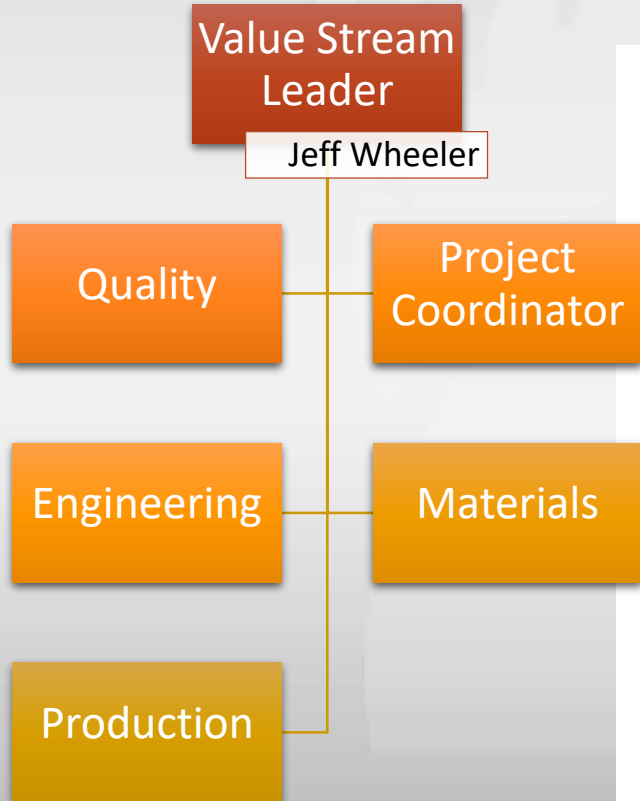
TRANSFORMATION PLAN

- Secondary sourcing of buckets, heavy weldments, & stainless steel bodies
- Define & implement team-based org structure for Team Aerial
- Design & implement project reviews
- Visual management system

Aerial Production
(Annual units)



Aerial Value Stream



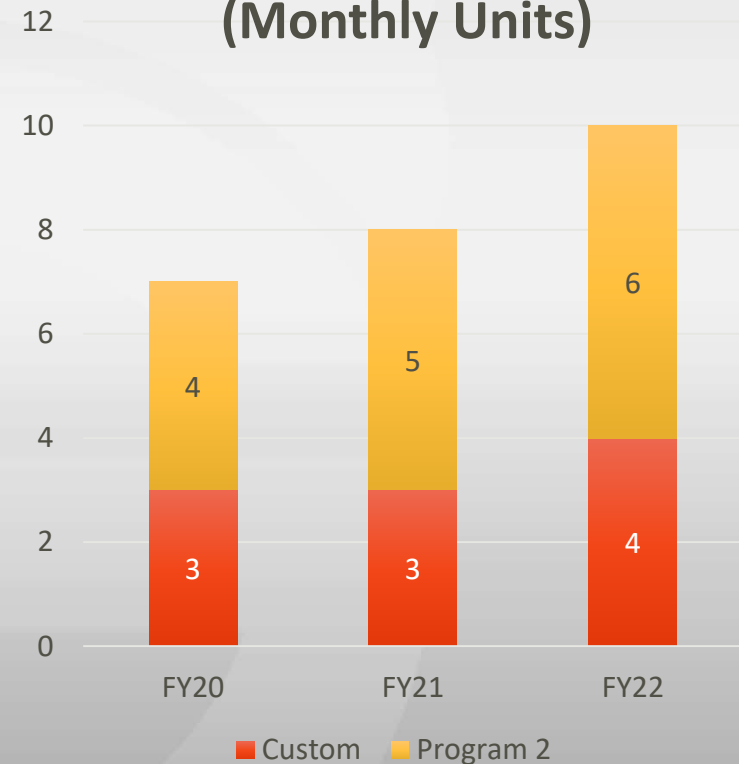
Pumper Value Stream

	N	D	J	F	M	A	M	J	J	A	S	O
RIE	X		X		X							
Proj.	X		X		X		X					
JDI	X	X										

TRANSFORMATION PLAN

- WIP layout with manpower optimization
- Pump module and chassis pre-build
- Materials strategy development & implementation

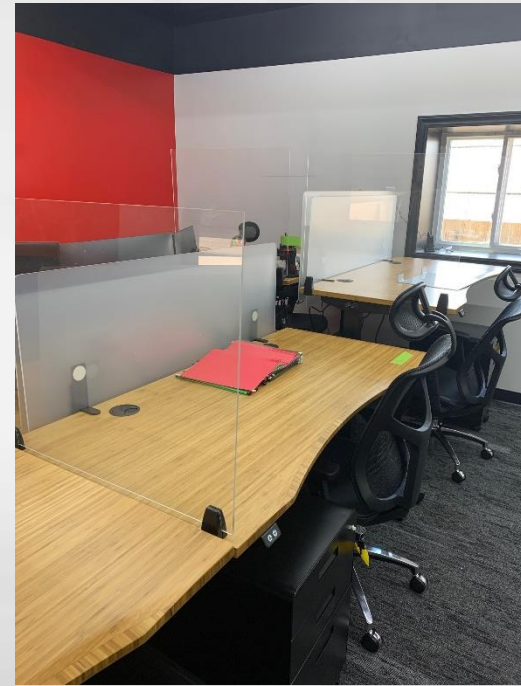
Pumper Production
(Monthly Units)



Pumper Value Stream



Value Stream
Leader (TBD)



Quality

Project
Coordinators

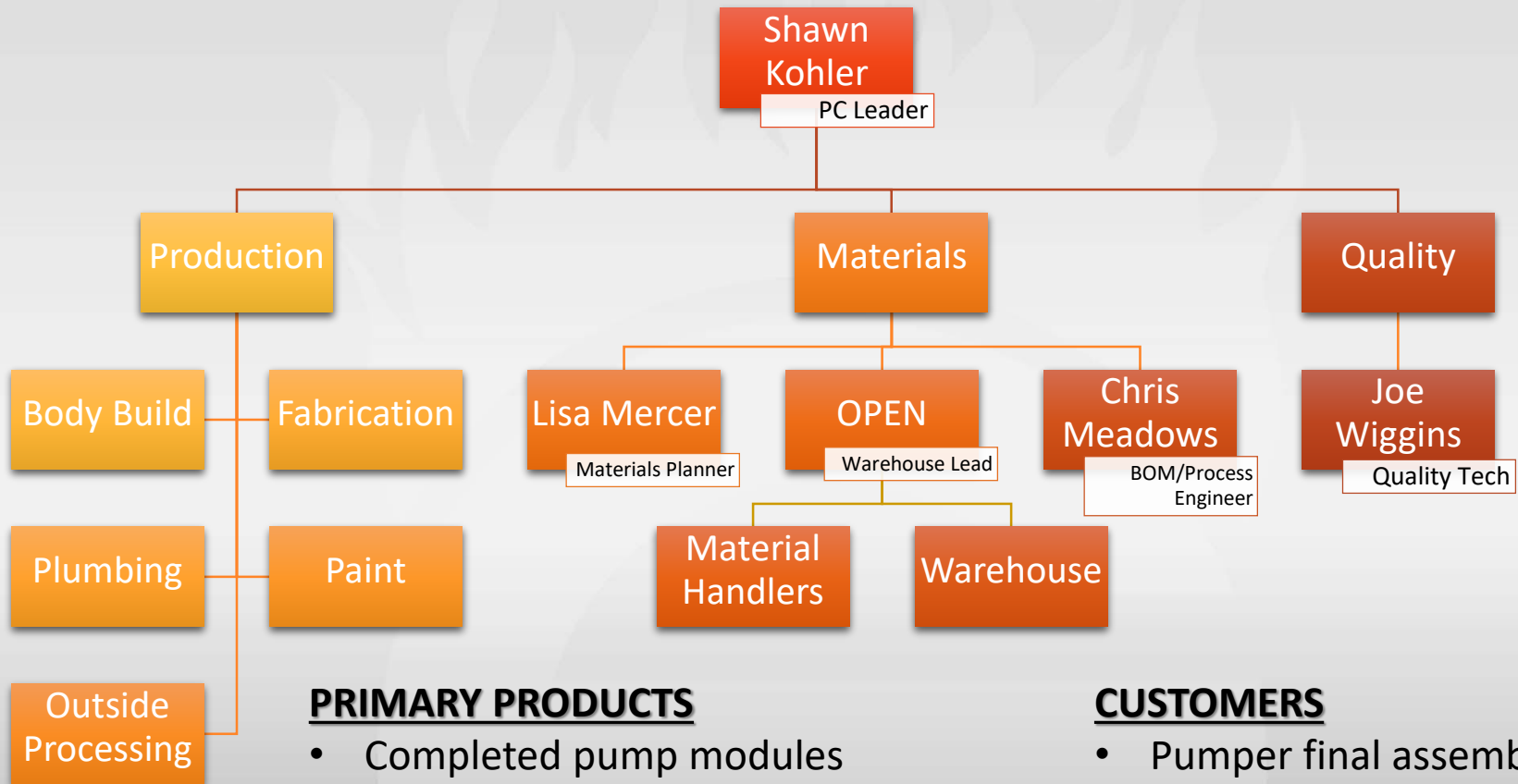
Engineering

Materials

Production



Production Control Value Stream



PRIMARY PRODUCTS

- Completed pump modules
 - Program & Custom now, Aerial in the future
- Painted & stainless bodies with chevrons

CUSTOMERS

- Pumper final assembly teams
- Aerial assembly teams



Product Innovation

Our recent innovations display Sutphen's commitment to our end-user:



Safety

Fuel line hose increased diameter and ergonomic cap for faster & safer fills

Quality

Stainless steel fenderettes & continual improvement in corrosion resistance

Functionality

Improved drawers & shelves
PMEC
New body styles offered

At Sutphen, our mission is to build the safest, most reliable, fire apparatus in the world, through innovation and customer focus



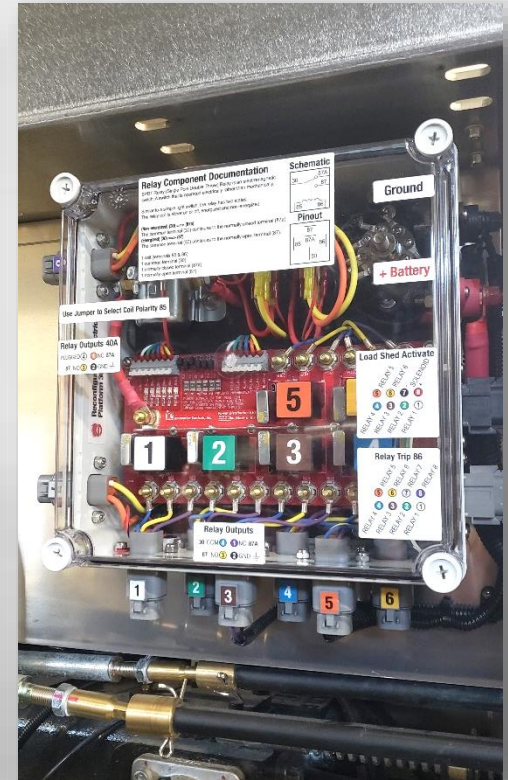
Product Innovation



Shelves & drawers max out compartment space



Modified hosebed with multiple rear discharges



Pump Module Electrical Center



The Sutphen Experience

- Layered project reviews with cross-functional teams
 - Right information, right time, & the right people
- Shop order/build document evolution for continuous improvement
- Supplier management with clear expectations and enhanced data with D365
- Product engineering in the sales process to better support our STMs and dealers

Custom manufacturing is much easier when you plan for it



Administrative Notes

- Enhanced security for Dublin with introduction of ID badges for all personnel
 - New badges for dealers/customers while visiting
 - Access front doors into main lobby, existing fobs will no longer work
- We need your support to help us adhere to our updated COVID-19 policies across all locations
 - 3 customers with 1 dealer rep
 - Creative ways to maintain the unique and valuable Sutphen Experience
 - Safety of Team Sutphen, Team Dealer, and all Fire Department Teams

