



Ground Engaging Tools



EMBRACING THE GEMBA Finding Solutions and Creating Value through Innovation

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Hensley Industries, Inc. has been manufacturing and marketing ground engaging tools (GET), buckets and specialized attachments since 1947. With more than 65 years' experience, Hensley continues to supply the mining and construction industries with some of the most innovative and proven GET systems on the market. Acquired in December 2000 by Komatsu Ltd., Hensley worked to develop a proprietary GET system for the global Komatsu dealer network without delay. With end user safety and product reliability in mind, Hensley launched KMAX and XS, the first patented Hensley GET systems approved as first fit for Komatsu machines worldwide.

Hensley believes they are the best systems on the market. When teeth are ready to be changed,

the process is fast, easy and safe. If you add it all up—durability, better penetration of material, speed of tooth changeout, safety—Hensley is convinced these systems offer the best tooth value in the industry.

However, with all of the competition these days, it is not enough to just have great products. Every effort must be made to differentiate Hensley from the competition by providing a level of product support that is second to none. Engaging customers to find real solutions to real problems is the top priority. Hensley will continue its efforts to discover new ways of creating value. In this issue of *Views*, let's take a look at how Hensley is working to find solutions at the GEMBA (work sites).

Offering a Complete Line of Proprietary GET Systems

No matter what the digging conditions are, from loose dirt and crushed concrete to the most abrasive mining applications, Hensley offers a GET system to protect equipment and increase productivity. From hydraulic excavators and wheel loaders to draglines and cable shovels, Hensley improves safety and reduces costs. Hensley is approved as first fit for Komatsu PC130–PC8000 hydraulic excavators and WA150–WA1200 wheel loaders. No matter what region in the world, Hensley offers a patented system to ensure the quality of its products. Recently, Hensley introduced the KMAX-SA and KMAX2 systems to

secure patent protection in Latin America and parts of Europe.



PC4000 hydraulic excavator performing hard rock surface mine operation with Hensley GET system

New Products

■ Cast Lips for Large-Size Hydraulic Excavators

Hensley cast lips are engineered with high-quality steel for superior strength and wear resistance. Lips feature full protection between components to reduce lip washout and wear. Mechanical wear caps are incorporated for added lip protection and designed with quicker component replacement in mind. A streamlined design promotes better penetration and Hensley's unique J-bolt shrouds provide maximum lip protection while offering easy and safe removal and installation. Hensley currently offers cast lips for the PC5500 and PC8000. Hensley provides the very best solution for large mining machines and is approved as first fit for Komatsu large-size hydraulic excavators manufactured by Komatsu Mining Germany GmbH (KMG).



Komatsu PC8000 hydraulic excavator installed with a cast lip and Hensley's three-piece TS1222 system



Hensley Cast Lip Wear Package #4



PC8000 hydraulic excavator and 830E dump truck

■ RotoMax

RotoMax is a patented one-piece hammerless pin solution for large-size hydraulic excavators and cast lips. Its five-position interval locking feature allows for take-up after nose wear. This means that your three-piece Hensley tooth system is always secure. This revolutionary system offers maximum safety, minimum changeout time, innovative wear compensation and uncompromising reliability. Hensley believes it is the best GET pin system on the market today.



RotoMax pin system to be standard offering for second generation of all three-piece tooth systems (TS922, TS1122 and TS1222)

■ BladeSaver QM

BladeSaver QM is a fully integrated, hammerless lip system for wheel loader buckets. The product has a slim profile for better penetration and better fill factor, increasing machine productivity. The full bottom lip protection was designed to maintain a smooth pit floor and reduce tire wear, while providing superior bottom lip wear protection. Efficient component changeout using Hensley's patented tooth and pin systems helps keep downtime to a minimum. Using BladeSaver QM means a complete lip system with 100% coverage for superior protection and maximum productivity. BladeSaver QM lip systems will be offered for WA500–WA1200 machine models.



BladeSaver QM installed on WA500 wheel loader in Houston, Texas



Hensley training room in Dallas, Texas

Dealer Training

Hensley's new dealer training facility provides a "hands-on" approach to help dealers better understand the features and benefits of a well-designed GET system. Hensley has trained hundreds of GET specialists from the global dealer network and is capable of tailoring training programs for specific applications around the world. Attendees receive direct training from the engineering, sales, quality and manufacturing departments. They are also given tours of Hensley's U.S.-based Dallas foundry and attachments division in Mansfield, Texas. This combination of training provides a firsthand experience of what goes into the manufacture of quality attachments and GET components.

Retail Sales Based Production Management—Improving Our Customer Service and Creating Value by Reducing Lead Times and Dealer Inventories

Hensley is working closely with its dealer network to better understand its supply chain and maximize value for all parties. Hensley is committed to shifting its focus to retail linked production. Key accounts are already supplying monthly retail sales and inventory data.

In the future Hensley will work with its partners to automate the collection of data to ensure that it has clear and instant visibility of actual retail sales. In coordination with its dealers, Hensley can better plan for the future.



Hensley Regional Sales Manager Russia/CIS Petr Mavlyutov provides classroom training for dealer personnel.



Mining Product Manager and Deputy General Manager Wes Martin provides hands-on training to dealer personnel.

Regional Distribution Centers

Hensley is working to establish inventory depots in key areas of the world. With local inventories on the ground in each of these regions, Hensley will be better positioned to service its customers and maximize dealer return on investment. Eliminating the dealers' need to carry Hensley inventory in turn generates value. The first regional distribution centers will be in South Africa and Australia.

A Member of the Community—A Global Commitment to the Environment

Hensley not only complies with all laws and environmental regulations but also continues to further improve its environmental performance. Since 2006 Hensley has had a strong recycling program and consistently recycles more than 95% of its waste. In 2013 Hensley expanded its commitment to the Dallas area by changing chemicals to greatly decrease air emissions.



Dedicated conservation area behind Hensley's Dallas manufacturing plant

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