

# Controlled Lift Trucking Helps Deliver Quality On Time for Worldwide Retailer

***"We paid back our investment of \$29,000.00 in three months. Damage has been cut in half. We have just completed our first year and the savings are approximately \$90,000.00 over and above the cost of installation. You cannot afford not to install the Shockswitch ID units."* - Bill Villanueva, Maintenance Supervisor - IKEA**



*IKEA's 460,000 square foot facility in Ontario, California*

Ingvar Kamprad of Sweden founded IKEA in 1943. After much expansion they now have home furnishings stores worldwide. There are five retailers and two distribution centers in the Southern California area. The range of products handled includes: Rugs, furniture for home or office, lamps and house wares.

Bill Villanueva is Maintenance Supervisor of the Southern California distribution center, a 460,000sf facility established in 1997. He is responsible for all building maintenance and a fleet of 52 lift trucks of which there are 34 conventional counterweight types, five order pickers, five reach trucks, eight combi-narrow aisle type.

Villanueva reported a great amount of damage took place during the first three years of operation that was obviously due to rough lift truck driving habits. They were seldom able to hold anyone accountable and the direct costs were tremendous. He commented, "Just for example – I came in one morning and found a truck with its forks actually bent 90 degrees, as though in a press brake operation! No one ever knew who was driving or how it happened. Frustrating and very expensive. Obviously with this kind of impact, there has to be alignment and bearing damage on the vertical mast.

Villanueva had heard about new devices on the market that controlled truck access and recorded operating data. In early 2001, management had enough and gave the green light to install automatic access control devices. Villanueva conducted a search and found Shockswitch ID™, a product of Shockwatch. The system controls forklift access by requiring a driver to "log on" with a simple key device called a touch memory module,

personally assigned to each authorized driver. Each driver's key contains a unique identification number by which they may be identified. A Shockswitch ID™ unit, on board each truck, senses, records and reports all pertinent operating data. Maintenance uses a similar key to download the stored information from the truck-mounted units and input the data to a companion management software package on their office computer.

IKEA installed the units on 45 trucks. Bill Villanueva enthusiastically reported results, "We paid back our



*Bill Villanueva of IKEA & Shockwatch Regional Manager, Rob Hogan*

investment of \$29,000.00 in three months. Damage has been cut in half. We have just completed our first year and the savings are approximately \$90,000.00 over and above the cost of installation. You cannot afford not to install the Shockswitch ID units." IKEA is presently using the system in

many European locations and is installing it on trucks at their New Jersey distribution center.

## SHOCKWATCH®

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