



Diamond B Construction Co., LLC has earned multiple awards for their quality production and paving of asphalt roads throughout the state of Louisiana. They look to their equipment suppliers and employees to faithfully earn their stripes as well by cohesively making things happen in a safe, productive manner.

Brandon Tyson started working for Diamond B Construction Company a little over 17 years ago as a mechanic, hired to help keep the ever expanding company fleet of equipment operating. That included a wide assortment of equipment from pavers to wheel loaders and asphalt plants. Over the years, he worked himself higher and higher in his capacity of problem-solver until he became Equipment Manager—charged with the responsibility for making everything work.

“When I started, and for years to follow, our company policy was that it was the company’s responsibility to keep the equipment running to serve our own needs—and that we could do it best,” notes Tyson. “And for some of our specialized equipment and to some extent, the asphalt plants, that continues to this day and will continue.”

But for the rest of the equipment, Tyson, as Equipment Manager, took a different view.

“Our loaders and a few other pieces of equipment that are extremely key to the daily production and efficiency of our company are basically standard pieces of equipment and, in my opinion, better serviced by the dealers we decide to partner

with for our mutual success,” says Tyson.

In the past, the company had treated these pieces of equipment the same as their custom or unique pieces of equipment—keeping them as long as possible and making on-going repairs



“We now look to our equipment partners—and they are partners, to take care of our equipment. We specify extended warranty and preventative maintenance agreements that work, or the deal is off,” Brandon Tyson, Equipment Manager.

KAWASAKI-KCM, A TRUSTED EQUIPMENT PARTNER



*Kyle Keeler, Area Manager, Lance Pitre, Project Manager;
Diamond B Construction and Bobby Kennerson, Sales, CLM.*



"I've designed a rollover program for our equipment. So, for example, much of the specialized equipment is on a 3,000 hour rollover plan. What that does is prevent breakdowns, or at least, helps prevent breakdowns. On the loaders, they last much longer. I'd like to rollover at around 10-12,000 hours but they possibly haven't paid for themselves by then, so we're focused on around 15-16,000 hours."

With most of the company's rolling stock, Tyson has included an extended warranty and dealer-provided PM Service as part of the deal.

"I am making the dealer and manufacturer stand behind their machine and be committed to making sure it runs. Gone are the days when this company has a fleet of service trucks on the

road and multiple mechanics. What we've done is eliminate more than half of our mechanics. So, we're adding a little up-front cost but we're eliminating a lot of labor and a lot of risk.

I realize that we're putting ourselves in the hands of various vendor's service departments. So, I like to visit the service department of any vendor that we are considering to make them understand that we are partners. If we buy your equipment, we are partnering with you to take care of ensuring that your equipment will run. Without you, I can't make my program run. Without us, you can't keep your doors open. So, we're partners."

Tyson puts together a spreadsheet for each equipment purchase. Line-by-line, competitive bids are organized and missing information is requested so that each machine to be



This 8527 opened the door for added loaders. It has worked quite well.



"I'm honored to be running a brand new machine. It works well, I like the responsive controls."



"I'm impressed with this loader. I'm at one of the company gravel pits and it works very well."

reviewed has all lines filled in. Purchase price is at the bottom of the grid.

“The numbers are very important, but, I’m also big on Demo’s. Our goal is fitting a piece of machinery in the application that the loader we’re buying will be working in. And, especially, we’re looking for operator buy-in.”

If the operator who has been working the same task over and over has a problem with any new machine, the company feels that there is a significant problem and that probably, the particular brand demonstrated should not be bought. “There are exceptions, and we don’t take petty gripes as a reason for not moving forward,” notes Tyson. “But they are the ones who make things happen and if they don’t like a certain brand we try to steer to what they like.”

“Our wheel loaders are probably the most important mobile piece of equipment we have,” notes Tyson. “They charge our sand plants, charge our asphalt plants and load our trucks. We count on them to simply work. But at the same time, we feel that if we have the right partnerships with the dealers supplying our loaders, that there is no reason to have back-up loaders sitting most of the time at each of our many locations.

“We are happy with rentals. And, again, we expect a partnership with our loader vendors. Our loader vendors know that if a machine is down it should be replaced immediately if diagnosed with a delayed repair. And, part of our approach to having multiple vendors is that, if one doesn’t respond, another is eager to. In today’s economy, we are all eager to survive.”

“I like the Kawasaki-KCM loader. And, I especially like CLM, the dealer. The specs and manufacturer support were in line with my spreadsheet grid for the first Kawasaki-KCM loader I bought last year, an 85Z7. I was impressed with the CLM PM plan and, the final price was a key element as well. Our recent purchase of the new 90Z7 T4F is an example of everything we are looking for: A machine that matches well in my grid, a manufacturer who strongly supports the machine and dealer, and most importantly, a local dealer who commits to supporting their machine in our application.”

“CLM has been ‘Johnny-On-The-Spot’ for all initial service concerns and most importantly, each time we issue a PO for our Preventative Maintenance, they excel at responding immediately to service and ensure that their machine is working at 100%. Most other dealers do to, but some have to be reminded and worked around, so CLM does excel. We are eager for them to grow with us. We do have an attitude of not putting all of our eggs in one basket, but at the same time, those dealers who truly partner with us will grow with us.”

Diamond B Construction Co., LLC is serviced by CLM Equipment Co., Inc., of Lafayette, LA.



“We decided that we’d go with the best loader for the application and not have a back up machine. Instead, we look to our equipment partner, the dealer, to quickly get our loader repaired or immediately get a replacement rental in,” says Tyson.