

# PARTSbuzz

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**KOHLER** POWER SYSTEMS

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## New Look . . . Same Newsletter

As you open this newsletter you may notice that the Parts Buzz has undergone a face lift. Together with our Communications Department we have created a new look for the Parts Buzz to better align the newsletter with the other Kohler publications. We will continue to bring you valuable information and news, just in a new and improved format. Let us know what you think of the new look using the survey on the insert and, as always, we invite and welcome your suggestions. We hope you will continue to enjoy the Parts Buzz!

## Need a Spare?

- ✓ **Want recommended spares lists without contacting the factory?**
- ✓ **Want the lists customized for your unit's configuration?**
- ✓ **Want to choose the number of hours the list is to cover?**
- ✓ **Want flexibility to adjust the final result to accommodate special circumstances or a budget?**

Recommended spare parts lists identify common generator maintenance parts that customers should have on hand for scheduled maintenance or in the event of failure. Examples include filters, belts, thermostats and circuit boards.

**Application.** Recommended spare parts lists are typically used by sales personnel to sell concurrent spare parts, particularly for units in remote locations. Parts managers can use recommended spare parts lists to determine parts to stock to service products in their territory.

In the past, recommended spare parts lists were provided by Aftermarket Parts based on the most common specification, but now distributors and dealers have access to an easy-to-use new tool to create the recommended spare parts lists themselves.

### Introducing . . . the Spares Creator.

The Spares Creator is an Excel-based tool to enable you to create your own recommended spare parts lists.

**Contents.** The Spares Creator contains kits released in 2002 and 2003. It combines information from maintenance schedules, engine

manufacturers, parts manuals and previously-created spare parts lists.

**Benefits.** Now distributors can easily create their own serial number-specific recommended spare parts lists without contacting the factory. You can select coverage intervals of even-numbered thousands of hours from 2,000 to 10,000 hours. You will also be able to modify the recommended spare parts lists to meet a budget or suit a customer's needs.

Recommended spare parts lists can also be used to estimate operating costs and determine parts to stock for units in your territory.

### Using the Spares Creator is Easy.

Open the Spares Creator Excel file and enter the model number and installed kits in the spaces provided. Select the desired number of operating hours. Then filter the list according to included instructions.

**Availability.** The Spares Creator is available on KOHLERnet in the Service Parts and Literature Tools section. It will also be included on the June 2006 Service Parts and Literature Tools CD-ROM (TP-6100-CD). In the meantime, you can request a copy of the Spares Creator CD-ROM by sending your mailing address to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com). Use email subject line *Spares Creator CD-ROM*.

**Update Interval.** The Spares Creator will be updated annually to include kits, modules and specs released within the prior year. In 2006 we will update the file to include 2004 and 2005 kits.

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## Assumptions

1. Recommended spare parts lists are created based on hours of operation in normal operating conditions. Users should adjust for exceptional operating conditions, such as a dusty operating environment.
2. The spare parts list is a suggested onsite stock list. The spare parts list assumes that when an item fails, it can be replenished. Recommended spare parts lists do not identify the expected total consumption of parts over the time period.

**Software Requirements.** Microsoft Excel version 97 or newer.

**Special Note.** Email [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) with any recommended spares needs not covered by the Spares Creator, including engineered specials.

**Problems, Questions, Suggestions.** Please notify [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) regarding any problems, questions or suggestions regarding the Spares Creator.

## New Parts Coordinators

Jeremy Nyenhuis has joined the Aftermarket Parts Department as a Sales Coordinator. Jeremy spent two years in Kohler Pottery Wisconsin Vitreous as a Material Planner/Scheduler before joining Aftermarket Parts. Jeremy has an Associate Degree in Applied Science—Materials Management, and he is currently working toward a Bachelor of Science Degree in Industrial Management.



Anita Falls has also joined the Aftermarket Parts Department as a Sales Coordinator. Until joining Aftermarket Parts, Anita worked full-time for 11 years at The Mark Travel Corporation in Milwaukee as an International Sales Coordinator and weekends for the last 9 years as a front desk clerk at the American Club in Kohler WI. Anita has an Associate Degree in Travel and Tourism Management from Stratton College in Milwaukee.



Jeremy and Anita are both excited to be here, and they look forward to serving you.

## Parts Manager Challenge Results

Congratulations to the winners of the first Parts Manager Challenge, which was published in the October 2005 Parts Buzz! Following are the first six people to return their completed surveys:

1. Duffy Creek Marina
2. Denny Cullen from Coffman Electrical Equipment in Wyoming, MI
3. Mark Hamus from Complete Control Inc., in Auburndale, WI
4. Paul Belisle from Brewer Yacht Yard in Mystic, CT
5. Gene Kline from Palco Sales Corp, in Norvelt, PA
6. Ken Cockerham from Nixon Power in Nashville, TN

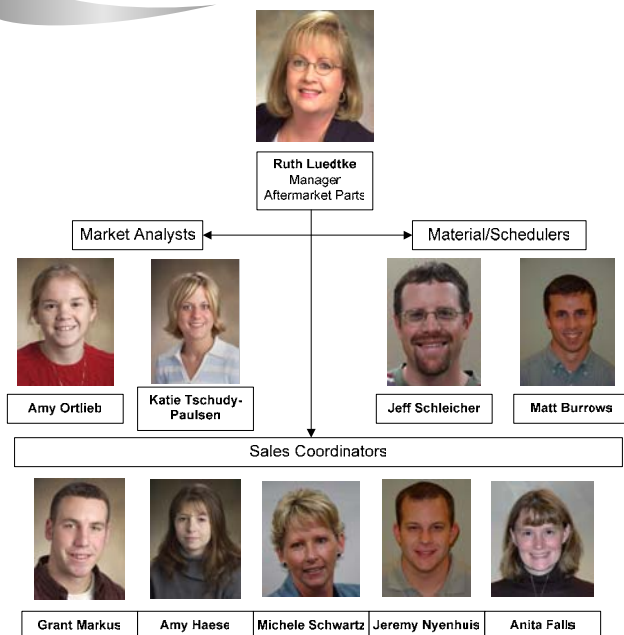
The Parts Manager Challenge presented parts-related questions for which answers were published in previous issues of the Parts Buzz. Congratulations to the winners!! Be on the lookout for the next Parts Manager Challenge to win more great prizes.

## Literature Release

Following is a list of parts-related literature that was released to the field since the October 2005 newsletter was issued. Please make sure that your parts department has a copy of each publication. Order additional copies from your supplier of Kohler Power Systems aftermarket parts.

Parts-Related Literature Releases		
Parts Catalog	Rev Date	Description
FB-11	9/05	FAA P/C X-Ref, 300REOVZ, Clins 453/455
TP-5616	9/06	P/C 4CCFOZ, 5CCOZ 4/6.5EFOZ, 5/8OZ, Marine
TP-5738	10/05	P/C 40-150COZ/EOZ, 33-125CFOZ/EFOZ, Marine
TP-5939	1/99	P/C Ford LRG 425
TP-5987	8/05	P/C 4C-6EF/5-7.3E
TP-6005	11/05	P/C 350-450REOVZ/REOVZDB/C/D
TP-6158	11/05	P/C Model K ATS
TP-6190	11/05	P/C Kohler D300-DDC Series 60 Tier 3
TP-6270	11/05	P/C 7-9EFOZ, 9-10EOZD, Marine
TP-6284	9/05	P/C 650-1000 REOVZDB, Ind
TP-6291	11/05	P/C John Deere 6068HF275/475, Tier 2
TP-6377	9/05	P/C 40-60 KRC
TP-6388	8/05	P/C 10-20 EORD/EORZD, Mobile
TP-6395	8/05	P/C 10-20 REOD/REOVZ, Industrial
TP-6408	11/05	P/C 230-300REOVZDB
TP-6409	10/05	P/C 230-275 kW DDC Series 60 Tier 3
TP-6411	10/05	P/C DDC 60 Series Tier 3 350-450 kW
Note: Include chargeable literature on parts orders, and mark all orders <i>ship complete</i> to avoid a small-order handling charge or disproportionate shipping charges.		

## Aftermarket Parts Department



Throughout the past year some new faces have joined Aftermarket Parts. We realize the changes can be confusing especially regarding whom you should be contacting. We thought it was time to reintroduce the Aftermarket Parts Staff and their responsibilities.

In April, Sr. Market Analyst, Anne Feudner, was promoted to Associate Product Manager at Kohler Rental Power. Anne's indirect replacement, Katie Tschudy-Paulsen joined the Aftermarket Parts Department in June. Katie handles pricing and analytical projects. The sales coordinators now report to Ruth Luedtke.

In June Matt Burrows joined the department as an additional Material Planner/Scheduler to expedite parts to fill your orders and to update the material master. Matt joins Jeff Schleicher who has been our Material Planner/Scheduler for

the past year. Jeff replaced Monica Messner, who retired in 2005.

In March, Sales Coordinator, Dana Bemis, was promoted to the Publications and Promotions Department. Dana's replacement, Michele Schwartz, joined the Aftermarket Parts Department in April. Michele previously worked 11 years in Kohler's Hospitality Group.

In July, Market Analyst, Denise Brendel, was named Warranty Administrator in our Service Department. Amy Ortlieb was promoted from sales coordinator to market analyst to replace Denise. Amy has been focused on recommended spare parts lists, conversions, and product planning issues. Jeremy Nyenhuis joined the Aftermarket Parts Department in September as Amy Ortlieb's replacement. Please see the excerpt on Jeremy in this issue.

To manage the front-line customer service issues related to growth of the business, in December we hired a fifth parts coordinator—Anita Falls. For the past 11 years Anita worked full-time as a travel coordinator and for the past 9 years she also worked part-time in a customer service position at Kohler's American Club. Please see the excerpt on Anita in this issue.

***Aftermarket Parts strives for excellence in serving our distributors and dealers and hope you make known your suggestions on how we can serve you better.***

All Aftermarket Parts Department personnel report to Ruth Luedtke, Manager—Aftermarket Parts. Ruth likes working directly with the coordinators because of the corresponding increase in exposure to distributor and field issues. Ruth invites your comments and suggestions.

In a nutshell that was the staff of the Aftermarket Parts Department. Aftermarket Parts strives for excellence in serving our distributors and dealers and hopes you make known your suggestions on how we can serve you better. One way to start is by filling out and returning the included report card and survey.

## OOPS!!! Parts Catalog Corrections

Please update your service files with the following parts catalog corrections.

Parts Catalog Corrections									
Service File Market	Parts Catalog	Rev. Date	Catalog Desc	Page	Item	Item Desc	Variations	Correct No.	Incorrect No.
Industrial	TP-5704	1/06	P/C 20-100RZ	61	25	Stator	178-20	257597	257598
Industrial/RV/Mobile	TP-5607	3/01a	P/C 15/20/CCO/RCOZ Yanmar	35	35	Bolt, M6 joint	3 and 4	Should be Qty 4	

## Make Your Opinions Known

To help us better serve you, please take a moment to complete and return this survey to Katie Tschudy-Paulsen at the fax number below, or mail to Katie Tschudy-Paulsen, Kohler Co. Power Systems MS 072, 444 Highland Dr., Kohler, WI 53044. *Distributors* please answer all questions. *Dealers* please answer any questions that apply or comment on any parts topic. Thank you for your help.

**Date:** \_\_\_\_\_

**To:** **Kohler—Katie Tschudy-Paulsen, fax no. 920-459-1611**

**From:** \_\_\_\_\_  
 Name (optional, but extremely helpful in case we have questions)

\_\_\_\_\_  
 Company

### Customer Service Report Card #14

Number of times per week someone in your parts department contacts Power Systems Aftermarket Parts \_\_\_\_\_

Average **response time** to questions: \_\_\_\_\_ hours \_\_\_\_\_ minutes

	Satisfaction				Trend	
	Very Satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Improving	Declining
<b>Accuracy</b> of information received from Aftermarket Parts staff						
<b>Knowledge</b> of Aftermarket Parts staff						
<b>Attitudes</b> of Aftermarket Parts staff						
<b>Friendliness</b> of Aftermarket Parts staff						
<b>Satisfaction</b> with systems						
Overall <b>competitiveness</b> of Aftermarket Parts prices						
<b>Package</b> labeling						
<b>Packaging</b> quality						
<b>Delivery turnaround</b>						
Emergency Orders (same day shipment)						
Weekly Orders (5 business day shipment)						
Stock Orders (10 business day shipment)						
Overall Delivery turnaround						
<b>Fill Rate</b>						
<b>Shipment Accuracy</b>						

On a scale of 1 to 10 with ten being best, how helpful was the information in this newsletter to you? \_\_\_\_\_

**Thank you** for taking the time to complete this survey.

**Parts Buzz Satisfaction Survey**

Please take a moment to help us improve your experience with the Parts Buzz newsletter by completing the survey below and returning it by fax to 920-459-1611, by email to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com), or by US mail to:

Katie Tschudy-Paulsen, MS 072  
Kohler Co. Power Systems  
444 Highland Drive  
Kohler, WI 53044

1. How often do you read the Parts Buzz?

- ☐ Every issue
- ☐ Once a year
- ☐ When I have a question
- ☐ Never

2. What are your Parts Buzz reading habits? Check all that apply

- ☐ Read entire issue
- ☐ Read selected articles
- ☐ Use Parts Buzz for reference
- ☐ Read it online
- ☐ Circulate to others
- ☐ Other: \_\_\_\_\_

3. How often do you refer to past issues of the Parts Buzz?

- ☐ More than once per week
- ☐ Once per week
- ☐ Once per month
- ☐ Once per year
- ☐ Never

4. How would you rate the quality of the Parts Buzz?

- ☐ Consistently high quality
- ☐ Generally good
- ☐ Quality varies between issues
- ☐ Poor quality

5. Which types of articles are most valuable to you? Check all that apply.

- ☐ Catalog corrections
- ☐ Literature releases
- ☐ Staff introduction articles
- ☐ Research nuggets
- ☐ Distributor training articles
- ☐ Articles to help distributors understand Kohler programs, processes, procedures, and products

6. What type of articles would you like to see in the future? Check all that apply.

- ☐ Distributor profiles and interviews
- ☐ Tips for helping improve profitability
- ☐ KOHLER<sup>net</sup> ordering FAQs and tips
- ☐ Success stories from distributors
- ☐ Other: \_\_\_\_\_

7. What type of Parts Buzz delivery method is the most convenient for you?

- ☐ Hardcopy
- ☐ Electronic copy by email
- ☐ KOHLER<sup>net</sup>
- ☐ Electronic and hardcopy

8. Do you expect your Parts Buzz reading habits to change in the future?

- ☐ Yes How? \_\_\_\_\_
- ☐ No

Additional Comments

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