



HOW WE UTILIZED OUR CUSTOM PM PLUS MANAGED MAINTENANCE PROGRAM TO SAVE BWI THOUSANDS

COMPANY PROFILE

BRIDGEWATER INTERIORS

Since 1998, Bridgewater Interiors (BWI) has been a leader in automotive seating manufacturing in the United States. They specialize in "Just-in-Time" (JIT) manufacturing, sequencing, as well as delivery of seating, overhead and center console systems.

They have a highly skilled workforce that has supplied automotive manufacturers with the highest quality products in the industry.

BWI Information:

Trailer Fleet Size: 25

Total Power Units: 5

Operating Footprint: Local. They run a 12-mile trip to and from the Honda plant.

THE PROBLEM

BWI runs a fleet of 25 specialized high-cube trailers that are equipped with mechanical loading and unloading systems. These custom units are high and extremely heavy while loaded, which is why BWI used 17 ½ tires versus the standard 22 ½ inch tires. The smaller tires allowed the trailers to stay within legal height measurements but they had to add an extra set of tires to handle the weight. Unfortunately, due to the specific use and build of these trailers, the brakes and tires would wear out rapidly.

In an effort to be proactive and avoid breakdowns that could potentially halt delivery sequences, BWI worked with a maintenance vendor to always replace all tires during each Preventative Maintenance (PM) cycle. However, they soon came to realize that the process was a waste of time, resources and money since the tires and brakes were not being used for the duration of their life cycle. In addition, their vendor required all trailers to be delivered to their own shop, keeping BWI's equipment out of service for several days.

THE STAR DIFFERENCE

OUR SOLUTION:

For the type of operation BWI runs, having the right trailer ready to go, at the right time is crucial. BWI's vendor was unable to do this for them and suggested that they sought a different maintenance partner—Star was the vendor's number one recommendation to BWI.

After analyzing BWI's current maintenance practices, Star built a custom PM Plus Managed Maintenance program tailored to their needs. Our team's recommendation was for PMs to be performed every three months instead of the standard six-month cycle. Since BWI's trailers are uniquely spec'ed, a shorter PM interval would help ensure trailer reliability and reduce the likelihood of breakdowns. This in turn increases efficiency and productivity.

This new program is cost-effective and more convenient for BWI—they don't replace parts as often and we can deploy our mobile service trucks to maintain/repair equipment on their lot or Honda's.

Overall, Star's solution allows BWI to rest easy knowing that they have certified mechanics taking care of all maintenance needs anytime, anywhere. Their equipment is now more reliable and they have successfully reduced breakdowns and downtime. BWI's operation is more efficient than ever before.

CURRENT STATUS:

BWI immediately experienced a 50 percent reduction in overall trailer maintenance cost. Brakes and tires were scheduled for replacement during a three-month PM interval which resulted in shorter downtime and longer part life cycle.

Brakes and tires are now being replaced at 90 percent of their useful life instead of during every PM (About 60 percent of their useful life). This best practice has successfully extended brake and tire life cycle by over 35 percent, and decreased downtime from multiple days to only 3–4 hours.

A win-win for all parties involved.



- The image above shows the inside of one of BWI's custom spec-ed trailers. These trailers are designed specifically to deliver the right automotive part at the right time during manufacturing sequences.
- If something breaks down during a sequence, it could completely halt production. This could become very costly for BWI's customers.

NOT YOUR TYPICAL TRAILER LEASING COMPANY

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