

## **Komatsu America** **Vernon Hills, Illinois (US Headquarters)**

Since 1998, Thinkpath has been providing technical publication services to Komatsu America.

### **Background**

Komatsu America's is a worldwide leader in the production of heavy-duty construction and mining equipment. Komatsu's technical publications department consists of approximately six in-house writers. Their primary focus is the creation of technical manuals in support of Komatsu's US product line. (Typical manuals include; Operation Manuals, Service Manuals, Teardown and Repair Manuals and Parts Catalogs.) In addition to the creation of new manuals, Komatsu's in-house team is responsible for the updates for all manuals. Due to budget constraints, Komatsu can no longer maintain their parts catalogs utilizing their internal staff.

Therefore Komatsu searched for a cost effective way to maintain their existing parts catalogs.

### **Thinkpath Solution**

Thinkpath provided the following two-phased solution:

#### **Phase I**

Thinkpath placed a senior technical writer on-site on Komatsu's US headquarters located in Vernon Hills, Illinois for six-months. While on-site, Thinkpath's writer documented all of Komatsu's processes/standards, gained an understanding of Komatsu's product line, engineering and technical publications processes, and met Komatsu's subject matter experts. In addition, Thinkpath performed technical writing services. Upon completion, Phase II began immediately.

#### **Phase II**

Thinkpath's senior writer returned to Thinkpath's Indiana office and trained Thinkpath's internal tech pubs team on Komatsu's standards and processes. Additionally, Thinkpath hired a retired Komatsu writer to work part time as a technical liaison between Thinkpath's Indiana team and Komatsu.

Currently, Thinkpath has a team of 4 technical writers in support of Komatsu. In addition to maintaining all of Komatsu's existing parts catalogs, Thinkpath is responsible for language translation services for Komatsu's International Publications.

### **Benefits**

By utilizing Thinkpath's proven process, Thinkpath has been able to streamline the technical publications process, resulting in a quicker revision cycle of Komatsu's Parts Catalogs. This enables Komatsu to distribute revised spare parts lists, resulting in increased "spare parts" revenues. Additionally, Thinkpath received a Zero Defect award for their outstanding quality. This eliminated the need for Komatsu to check Thinkpath's deliverables, thus saving Komatsu valuable time and money. (Currently, Thinkpath deliverables are forwarded directly to the printers for distribution.)

