

# AT YEAR-ONE, A THRIVING PARTNERSHIP

What Began With a Single Rental Truck Has Transformed  
Into a Robust Relationship

**Thompson Creek Window Company specializes in the design, manufacturing, sales and installation of economic, efficient, environmentally friendly replacement windows, created specifically for the needs of the mid-Atlantic climate, and sold directly to consumers.**

Like many businesses, Thompson Creek Window Company experiences peak cycles. During their busy seasons — spring and fall — they had been renting box trucks to transport inventory to different facilities. This worked for a while, but then the company started to experience rapid growth. To compound matters, they were undergoing factory and warehouse renovations, further reducing their available space.

**Their rental costs were increasing exponentially and the business was expanding faster than they could control.**

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A Penske Truck Leasing representative reached out to them with some ideas. He presented them with several viable options and, through the exchange of information, the Thompson Creek Window Company management realized they needed to focus on fleet maintenance and management.

Thompson Creek Window Company had grown from a business that did \$2M in sales to one that exploded at more than \$60M in sales in just ten years, and their fleet had grown as well. “We went from two pickup trucks and a box truck that [the owner’s father] had driven, to more than 50 light duty trucks and five DOT box trucks serving 10 different divisions with 10 different schedules,” said Brian Wuest, Vice President, Thompson Creek Window Company.

**“It became too difficult to manage dozens of vendors; some say they were managing us.”**



**The company made several internal efforts to manage their fleet and develop a preventive maintenance plan, a DOT compliance system and a program for tracking and analyzing their fleet maintenance. But in the end the efforts proved to be insufficient.**

## CONTRACT MAINTENANCE PROGRAM

Penske's Contract Maintenance Program helped Thompson Creek Window Company streamline their operations immediately. All departments — especially accounting — are extremely pleased with the Penske solution.

"We receive one invoice that is timely and precise, and, with the help of Penske's MyFleet.com, we assign an accurate purchase order," notes Scott Darrow, Controller. "The costs are easily posted to the right division or cost center, in the correct month, while recovering eight hours of staff time. We now have vehicle data we trust for budgeting. Penske also proactively handles our fleet's registrations, renewals and state emissions requirements," adds Darrow.

But the real winners, according to Rick Wuest, President are the customers. The vehicles in the Thompson Creek Window Company fleet are stocked with proprietary inventory that needs to reach the customers when promised. The local Penske branch has extended evening and Saturday service hours that allow for scheduled repairs and preventive maintenance to be done when most other service stations are closed.

**"Our fleet uptime has increased dramatically."**

*- Rick Wuest, President*

"Recently, Penske changed four tires, two pairs of brakes and performed a full preventive maintenance in less than three hours, getting our driver on the road on time."

Thompson Creek Window Company has taken advantage of additional Penske services to enhance their business. Penske helped implement a DOT compliance program and performed a mock DOT audit that Wuest classifies as "realistic, professional and enlightening." He adds, "The corrective action plan we have instituted from the recommendations and resources provided has not only tightened up our DOT compliance program but helped us with our driver safety program for our non-DOT drivers."

## TELEMATICS

Another area in which Thompson Creek Window Company relies on Penske expertise is telematics. "Our Penske telematics specialist has listened in on conference calls while we interviewed several Telematics vendors," said Wuest. "He took the time to learn our company and mission and guided us toward the best vendors of the many that fit our needs."



**“ We believe that this partnership has just begun. ”**

*- Rick Wuest, President*

Because Penske has established relationships with aftermarket purchasers of fleet vehicles, Thompson Creek Window Company has benefited from an increased purchase price and reduced disposition time for its used trucks. The company even purchased a used box truck from Penske's off-lease fleet.

Thompson Creek Window Company personnel meet with their Penske Fleet Sales representative on a quarterly basis to review costs and find ways to improve efficiency. “He always brings new ideas — and sometimes additional Penske representatives — to help us improve our overall fleet performance,” said Wuest.

## **He marvels that all this progress has taken place in just the first year of their partnership with Penske.**

“We believe that this partnership has just begun and that we have only scratched the surface of the ways Penske can help Thompson Creek Window Company,” mused Wuest.

“As Thompson Creek Window Company expands from a regional to a national firm, Penske's Logistics team will be another valuable partner in fostering the future success of our business.”



Rental  
Leasing  
Logistics