

# KOMATSU

## Aftermarket value



Customer support

As an Original Equipment Manufacturer (OEM), our commitment is to deliver quality parts and reliable service in a timely manner to ensure your machine's performance is never compromised.

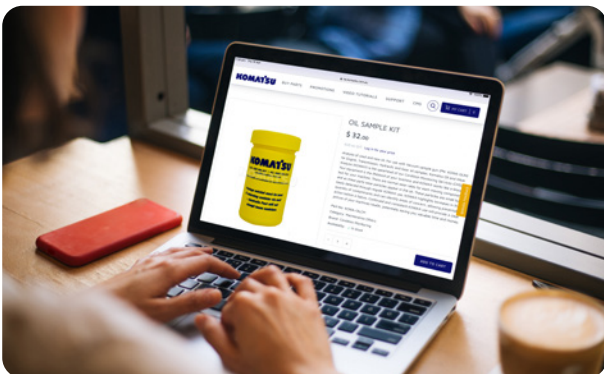
All Komatsu machines are made in Komatsu factories worldwide using genuine Komatsu parts, components and sub-assemblies. Komatsu is internationally acclaimed for total quality manufacturing.

At Komatsu, the quality of workmanship is equally as important. Komatsu technicians are factory trained and will professionally complete any overhaul or component repair to the highest standard. Experienced personnel combined with our state of the art equipment and advanced facilities, ensures our team offers quality workmanship at an affordable price.



## Business 2 Business network

Integrated network capabilities from your IT system to Komatsu's where buyers can manage the entire procurement process from demand to pay, while controlling spending and integrated shipping notifications, finding new sources of savings and building a healthy, ethical supply chain.



## Online shopping portal

myKomatsu is an online shopping portal, it's a fast, responsive, self-service website complete with machine parts manuals, shopping cart and checkout functions. You can also self-track deliveries and manage order history - all online!

Purchase as a Guest or register and have your offline trade account fully integrated with your online account – which unlocks a wider suite of features and functionality.

myKomatsu is backed by experienced personnel, available 24/7, to ensure a customer's experience is never compromised.

## Full aftermarket offering

Komatsu parts are designed and engineered to meet the Komatsu Engineering Standard (KES) which exceeds local and global engineering standards.

- 24/7 Customer Support Centre  
Phone: 1300 566 287
- Delivery In Full On Time (DIFOT)  
Performance report analysis and targets

## Global factory support

As part of the Komatsu worldwide supply system in Japan, USA, Germany, Italy and the UK, the company has access to factory parts, distribution centres, Engineering support and Komatsu Dealers.

## Why buy online from myKomatsu?



### Easy access to parts

Instant access to 450,000 parts, ensuring our **wide range of parts** is available at the click of a button



### Save time

Wide range of features with a simple online ordering process, saving you time compared to traditional purchasing methods.



### Anytime, anywhere

Peace of mind knowing you can search and buy earthmoving equipment parts in the comfort of your personal space.



## Contact

**AUS:** 1300 199 054  
online@komatsu.com.au

**NZ:** 0800 433 116  
online@komatsu.co.nz





## Sustainability

Since 1921, our enduring global success stems from the principles of our founder, Meitaro Takeuchi, who envisioned a sustainable future through our manufacturing and technology innovations, creating the solutions needed to achieve a sustainable future where people, businesses and our planet can thrive together. Locally, we see ourselves playing a lead role in the transition to a sustainable future.

The backbone of our sustainability framework is based on our commitment to be ethical, responsible and accountable in everything we do so we build trusting relationships within our communities and our people are representative of the diversity in these communities.

We have challenged ourselves to be the preferred industry partner for sustainable solutions. One of the ways we will achieve this is by adopting a two-pronged approach toward reducing greenhouse gas emissions during the use of our products. We will improve our products by increasing the work efficiency of equipment, pursuing improvements in fuel efficiency and transitioning from diesel and other internal combustion engines to cleaner power sources. We will improve our processes by optimising workplace operations and processes to reduce the amount of equipment needed, their operating times and parts required.

We are preparing to be in the best position for a future that is increasingly shaped by sustainability factors, presenting both risks and new opportunities. This includes establishing a strategic direction on climate change as the market moves away from fossil fuels and boldly minimising our environmental footprint.



## Remanufactured components

All Komatsu Reman components are rebuilt from scratch in dedicated facilities located in Brisbane and Perth, to original factory tolerances and criteria.

Komatsu Reman products include engines and engine components, transmissions, power modules, final drives, cylinders, hydraulic pumps, motors, differentials, electric wheel motors and more. Our Reman service includes the option of replacing your components from our existing Reman stocks, or applying the Komatsu Reman process to components taken from your own fleet.

We also offer a repair and return option if you wish to have your own component rebuilt.

## Your local branch

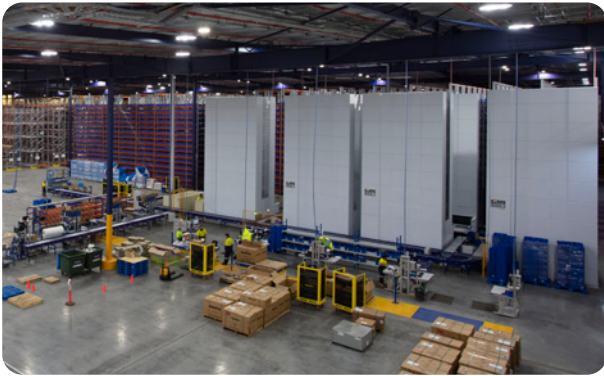
Our Branch Network provides our customers with unrivalled access to stock, parts and expertise. Komatsu has completed our largest ever investment in our facilities to support customer growth across the country.

## Used parts

Komatsu customers looking to keep their repair and maintenance costs down – especially for older or used equipment – Komatsu Used Parts provide a very economical alternative.

Our dedicated Komatsu Used Parts website allows customers throughout Australia to search for used parts at any time.

<http://usedparts.komatsu.com.au/>



## Distribution centres

We carry more than **75,000** different parts with a parts inventory value of over **\$265 million**.

State of the art **Inventory Control Systems** to monitor and maintain stock levels based on planning with customer's demand history and strategic stocking.

**World Class Distribution Centres** located in Perth, Sydney and Brisbane, supported by warehouses close to customer sites.

Being constructed on a 3.8 hectare site adjacent to its existing Queensland head office, service, training and customer support facility, the new DC covers nearly 17,500m<sup>2</sup>, with an order picking storage area of just under 14,500m<sup>2</sup>, and an extra large parts/components storage area of over 2000m<sup>2</sup>.

The Distribution centres are paper less warehouses and all transactions are managed digitally with handheld devices that read barcodes and connect with mobile printers that print on demand to ensure control from start of transaction till finally packaged. The information is passed onto the freight management system, to organise and plan the final stage of the delivery process. The main benefit is to reduce time lag in transactional data capturing which increase inventory accuracy and transaction information. This benefits our customer with accurate feedback on order executions and parts availability.

The Vertical lift storage machines have several benefits over traditional carousel type vertical storage solutions. The density of storage is very efficient and a typical Vertical lift storage machine application in Komatsu Australia will store 10 000 different SKU's. The Wacol DC applies 7 of these machines to store most of our small parts. The Vertical lift storage machines are connected to our warehouse management system (WMS).

The WMS will give instruction to the Vertical lift Storage machine to present parts for picking based on algorithms that drive the most efficient picking sequence. This allows maximum efficiency in the execution of the transaction. The Vertical lift storage machines are grouped in cells and are interconnected with conveyors transporting orders between Vertical lift Storage machine and packing process.

Distribution by Toll provides access to **50+ planes on stand-by** and national logistics network.



## Information Communication Technology platforms

Our ICT (Information Communication Technology) systems are designed to help our customers get the most out of their Komatsu equipment.

By using a combination of on-board telemetric systems and condition monitoring, Komatsu's ICT platforms can help manage machine health to protect your assets, optimise maintenance costs and enhance uptime. With the inclusion of Payload Monitoring (PLM) information, Komatsu's ICT systems can be used to optimise the productivity of the fleet.

Komatsu has a scalable approach to ICT, to ensure our platforms meet customer's specific needs.

Our **complimentary** remote monitoring solution, KOMTRAX, is designed for Construction & Utility class machines and is available via the web or mobile, whilst KOMTRAX Plus includes additional information such as payload monitoring for quarry and mining class units. KOMTRAX Plus Air Relay takes this a step further by maximising the acquisition of data, and visualising the health & productivity of your fleet in easy to use Dashboards, that helps turn data into actionable information.





### Onsite service

Our wide range of service, support and maintenance solutions ensures your return on investment on your Komatsu equipment is the best in the industry.

With over 70% of our staff employed in technical and support roles, we are able to provide high-level expertise and advice to assist you with any repair solution to keep you and your equipment moving.



### Komatsu Training Academy

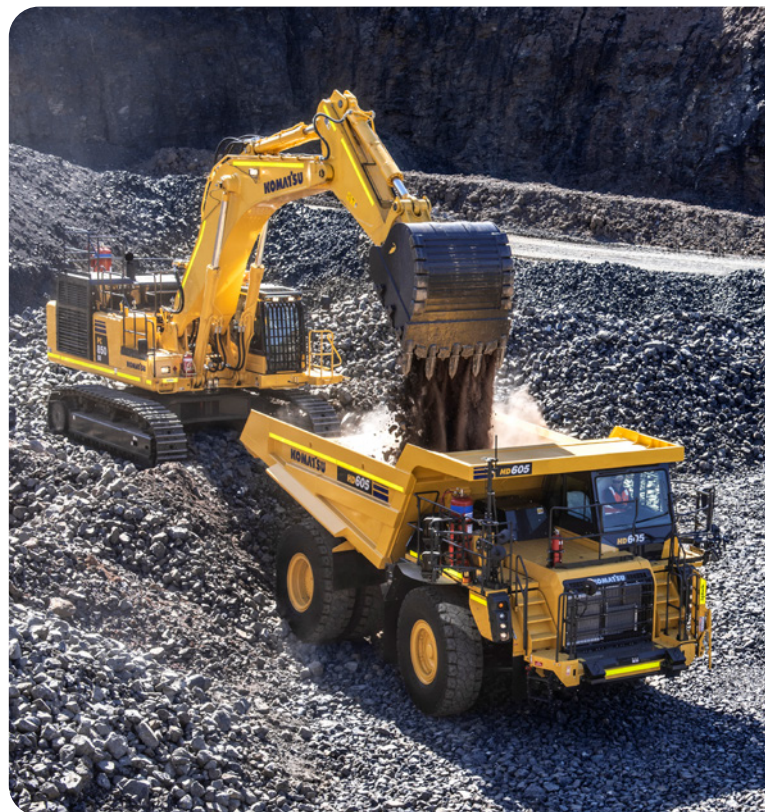
Komatsu Training Academy is a Registered Training Organisation (RTO) specifically developed to assist our construction, quarry and mining customers by delivering nationally recognised and customised training where you need it – online, on-site, at customers' premises or at our own dedicated training and innovation facilities. Our Offerings include a mix of customised onsite, nationally recognised qualifications and modules, along with purpose-designed operator, technical and leadership training. No matter your training requirements, our courses will enhance your people's skills, building your management and workforce capabilities, competencies and proficiency. Enquire today at 1300 390 377.



### We come to you

The Embedded Resource team comprises of a operational and maintenance centric improvement specialists trained in LEAN Six Sigma. They are high quality personnel that will come to work from your site or office to fully understand what is important to you, driven to ensure your realise high product performance and value. By working within your business, they can better understand what your value drivers are and provide solutions to suit – they aren't there to sell anything, simply find solutions! This leads to a culture of action and accountability, unlike consultants and contractors.

As genuine agents of change they can implement the improvement projects that impact your bottom line.

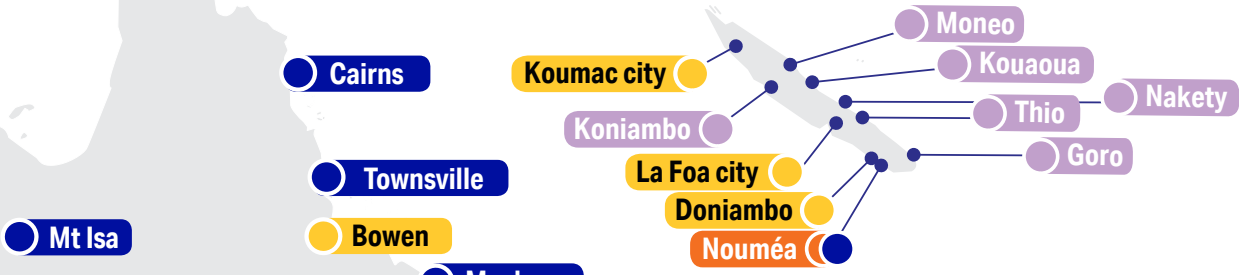


# Komatsu support network



- Head office
- Regional office
- Branch location
- Service partner
- Rental office
- Resident fitter
- Distribution centre
- CMS Laboratory
- NC Mine site

# New Caledonia



# New Zealand



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