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Manufacturer's Supervisory Team Leverages Segway x2 Fleet To Improve Outdoor Mobility

CUSTOMER:

Baker Tankhead
Fort Worth, TX

CHALLENGES:

Empower supervisors to more efficiently travel between four manufacturing facilities over 9 acres

Reduce fatigue associated with supervisors walking 7+ miles per day

Allow managers to easily maneuver in the tight spaces of a manufacturing facility

SOLUTION:

Purchase a fleet of 6 Segway x2 PTs to:

Reduce the unproductive time supervisors spend walking between multiple buildings

Improve transit time, indoors and outdoors, at a manufacturing facility that spans 9 acres and is connected by gravel covered terrain

Provide supervisors the flexibility to easily maneuver through doors, narrow aisles, around corners and up to shop floor operator tables



Baker Tankhead, Inc. in Fort Worth, Texas is a leading manufacturer of steel tank heads for the oil and gas industry. Company President, Austin Baker, prides himself on continually investing in new equipment to improve the efficiency and productivity of his team. Baker commented, "We've been in business since 1977. The key to our success is continuous innovation."

Baker first noticed Segway Personal Transporters (PTs) being used by the Oklahoma City Police Department to patrol its downtown area. He recalls, "I instantly wondered how I could leverage the PT's versatility and maneuverability to improve productivity at our sprawling manufacturing facility."

Within days, Baker had contacted his local Authorized Segway Dealer, arranged for a comprehensive Segway x2 product demonstration, enjoyed a few test rides, understood how quickly he would see a return on his investment -- and purchased two x2 PTs.

Baker selected the Segway x2 because it can navigate varied terrain. Its deeply treaded tires, wider track and higher ground clearance allow riders to easily traverse off-road surfaces. However, the x2 is also often used indoors, as it is a zero emission product. It's a viable solution for commercial users that require the ability to travel from indoor to outdoor environments regularly. The x2 also features a zero degree turning radius, which enables riders to turn within their own shoulder width footprint. Its superior maneuverability is ideal for navigating the often narrow aisles of manufacturing facilities.

Once Baker had purchased 2 PTs, the next order of business was to train Baker Tankhead staff to ride. John Asfar, Manager of Application Tolling and Design, was one of the first employees to learn.

"Baker Tankhead's manufacturing operations are located in four different buildings across more than nine acres. Much of the terrain between the facilities is gravel-covered, which is fairly harsh terrain to walk," said Asfar. "As a manager, I spent a great deal of time walking from one facility to another. On average I'd log 7 miles per day. It was time consuming and tiring!"

Asfar had never ridden a Segway PT and was not sold on its benefits. He also questioned whether it was worth the upfront cost. As soon as he began riding around the facility -- and compared the PT to walking -- he immediately began to appreciate the value add it brought to his supervisors and business.

"I tried to use a golf cart in this facility, but it couldn't travel through doors. Instantly, I was limited," observed Asfar. **"The Segway PT allows me to travel through doors and get anywhere on the shop floor that I need to be. I can even glide right up to an operator's table and see what they are working on."**

Bolstered by the success of the first two units, Baker Tankhead purchased additional PTs. Today, their facility supervisors actively use a fleet of 6 Segway x2s on a daily basis and they put thousands of miles on each unit annually. They travel from one point in the facility to another, including behind buildings and between machinery more quickly than before, saving the company's most valuable asset -- a supervisor's time.

"The Segway PT enables me to quickly go anywhere. I'm just as energetic at the end of the day as I am at the beginning," said Asfar. "I'm able to devote all of my time to supervising our manufacturing team, talking with engineers, addressing issues and keeping daily productivity at the highest levels possible."

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