

# Regional reliability

**KURTZ TRANSPORT'S** SUCCESS IS BASED ON THROUGH THREE BASIC PRINCIPLES – RELIABILITY, CONSISTENCY AND A 'NO FUSS' ATTITUDE. AND AS ONE OF QUEENSLAND'S LEADING REGIONAL TRANSPORT BUSINESSES, IT DEMANDS THE SAME COMMITMENT FROM EQUIPMENT SUPPLIERS. **O'PHEE TRAILERS** IS MEETING THE CRITERIA.

When it comes to forging a reputation for reliably servicing regional Queensland, Kurtz Transport is a leader in the market. Established in 1922, the Brisbane-based transport business has gone from strength to strength, and in the past four years has tailored a host of new services to meet growing customer requirements. "Our expansion program has seen us move into new areas of operation, requiring a range of equipment dedicated to meet those tasks and boost efficiencies across the board," says Kurtz' Managing Director, David Nothdurft. "We therefore added new equipment to our mix that is specifically geared for a wide range of applications – including step deck trailers, container skels, flat-tops and extendables."

One company that has played and continues to play a pivotal role during

that expansion process is O'Phee Trailers, who, according to David, helped the long-running business deliver to the market an expanded service offer whilst also maintaining its reputation for on-going reliability. "The first O'Phee trailers we put into service were two container skel B-doubles delivered in December 2010, and we were not only impressed with the quality of the finish, but the exceptional service provided."

On one occasion, for instance, David experienced a valve failure in one unit, and Mick O'Phee, Managing Director of the eponymous company, addressed the problem immediately after it was reported. "The unit was loading the other side of town, but Mick jumped into his car and went down to the truck straight away, personally solving the problem so it was

quickly back to work with no downtime. It is that sort of attention which is impressive and has made all the difference," says David.

In his role as Managing Director, David constantly looks at ways to improve service across all aspects of his company's operations, which has led him to expand the sizeable network covered by Kurtz Transport over the past few years. As a result, the company has cemented its reputation as 'The Regional Specialist' – covering a vast area from Brisbane to the region west of Charleville, including Toowoomba, Dalby, Chinchilla, Injune, Roma, Wandoan, Taroom and more recently Emerald, Moranbah, Maryborough and Gladstone.

Naturally, the expansion of the network has also driven the need for new and



Kurtz Transport Managing Director David Nothdurft with one of the O'Phee flat-top trailers.

specialised trailing equipment. In the last 12 months, Kurtz has bought 24 new trailers and the O'Phee brand features prominently in those figures. In a fleet of trailers numbering 110, a large percentage of those are now bearing the O'Phee badge.

"Our services cater for all freight types, and as part of our on-going expansion, more heavy and over dimensional freight is now being transported," David reports. "Reliability is at the top of our priorities

for general and specialised applications, they are well designed and built to last and deliver the reliability and consistency we require. Some of our O'Phee units, particularly step decks and extendables, are doing work in the desert and to mine sites, so they have to perform in really challenging environments."

David says another perk of O'Phee-made trailers is that when you order a vehicle, it will always come as a complete package with all items, such as ladders, included

David is acutely aware of the need to tailor transport services to meet the demand of communities in regional areas.

"We take what we do very seriously, our customers depend on us to in order to be successful. It might not seem like much but a pallet of goods for a customer will be of high priority to that business and we must ensure it arrives on time and in pristine condition. Our company has a major role in partnering our customers businesses through reliability, consistency and 'no fuss'," he says.

"We work hard to offer the best solutions for our customers, large and small, with the right people, the right attitude and the right equipment to have the job done efficiently and reliably," David adds. It is that kind of personal commitment which continues to fuel Kurtz Transport's growth. "We are well aware that our equipment is contributing to that growth and enhancing our company's reputation, that's why we don't compromise on quality when we buy a trailer, it's O'Phees for us every time."

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so if we say we will make a delivery at a certain time, it will be done, full stop. Our trailers are suited to the task and we need reliable equipment to enable us to deliver what we promise," he adds, pointing out that O'Phee Trailers play a vital role in ensuring the company is able to consistently deliver high quality service to its customers.

"Our equipment is highly utilised and much of our operations are undertaken in harsh environments. We have found with O'Phee trailers they are built to our exacting needs

from the start. "You don't have to shop around for extras, Mick knows our requirements and the high priority we place on safety, so he delivers equipment which is fitted accordingly," he says.

David has been in the transport industry for 33 years and took over Kurtz Transport just four years ago, and from that time has grown the business considerably through a passionate regard for customers and the regional communities they serve. Attention to detail is on-going, particularly in the efficiency and productivity stakes, and

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Container skel trailers were the first of the O'Phee brand to go into service with Kurtz Transport.