

THE CUSTOMER

Text Daniel Fernandez Photo DSF

Taipanco, The 'HAMMAR' King

In a bustling industrial zone in Port Klang you will see dozens of haulage companies. But only one stands out as the biggest and most productive – Taipanco Sdn. Bhd. Located on more than 20 acres of land, the company prides itself as being more than just a haulage provider.



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Executive director, En. Nazari Hj. Akhbar started Taipanco with his partners in April 2004, after having worked in the haulage industry since graduation. Thus far, Nazari has moved Taipanco forward with impressive speed with his innovative management methods and by employing the latest technology to keep his fleet running lean and profitable. With a modest capital, 10 reconditioned prime movers and a handful of staff in two portable cabins, the business has grown at a rapid pace. "Today, the company operates from the same location but with 30 portable cabins, 220 staff and just over 170 prime movers," he explained.

The success that has spawned over the nine-year period however came with a lot of hard work and the right equipment to move containers. From the beginning, Taipanco used Volvo prime movers. "We bought our first brand new Volvo prime mover, a Volvo FM12 6x2 in 2004," revealed Nazari. The company also has claimed numerous rewards in the last few years and implemented positive methods that have set it apart from most haulage companies in the country.

In 2008 Taipanco won the global No.1 award for being the biggest operator of HAMMAR side loaders, with a total of 30 units. Two years later, the company snagged another award, this time for the biggest volume of TUEs in the Port Klang central region. And having a mantle of awards aside, Taipanco's success can be narrowed down to a number of inventive moves and ideas.

For starters, Taipanco is operated by its owners and not a sub-contracted business and as such, it uses the best practises to ensure high growth potential year in, year out. The company also makes it a point to reward its staff and personnel. Nazari explained that there are incentives schemes already in play for everybody from the drivers to the office administration staff.

"Additionally, drivers with no accidents for a year and who run their trucks with low maintenance also get financial rewards," added Nazari. Interestingly, there are also remuneration rewards for drivers who drive efficiently and help save fuel. Last year's Volvo Trucks Fuelwatch Challenge was won by a Taipanco driver, En. Mohd Roslan, which shows that the methods employed by the company have truly bore fruit.

In terms of haulage and operations, Taipanco uses a Haulage Management System which was customised to their requirements. The system allows them to monitor their fleet movements, whilst also allowing customers to submit haulage reports online and also monitor their container movements. All of this helps not only has reduced manpower costs but also improves the workflow for the clients as well as saves time.

As a co-owner, Nazari wants the 'truck of tomorrow' to have better fuel consumption, be equipped with a service indicator system for the administration office to be alerted when servicing or repairs are needed. "I also feel that the truck companies should set up a service and spares workshop in Port Klang itself for faster turnaround time," he voiced.

As Taipanco looks to the future, it is also continuously setting the bar and priding itself on providing key services for its clientele. Currently, the award-winning company also offers container storage for its clients with a shortage of space. All this contributes to Taipanco being a complete service provider and one of the biggest players in the haulage industry in the country.

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TAIPANCO SDN BHD

