



GROWING FROM A SMALL, FAMILY-RUN BUSINESS
TO AN EXPERT TRAILER ORGANIZATION



DELCO TRAILERS
MANUFACTURING

WHERE QUALITY MEETS CRAFTSMANSHIP



MEETS NSHIP

Growing from a small, family-run business to an expert trailer organization, Delco Trailers has quickly become a titan of the industry. William Dyck, COO of the company, reveals the secret to its success

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The light to medium trailer market in the US has experienced considerable turbulence in recent years, particularly after the onset of the COVID-19 pandemic, when many companies raced to maximize their capacity and meet increasing demand.

However, market demand significantly decreased in the following years, whilst production capacity remained at an all-time high, resulting in fierce competition across the trailer industry. ▣

Meanwhile, myriad new companies have entered the sector during this time, with many originating from Mexico, where lower labor and material costs make the US trailer industry an attractive venture, consequently further increasing the competition.

“While we notice the influx of trailers from Mexico, we are confident that manufacturing in Texas is alive and well, and with an emphasis on efficient manufacturing, we continue to thrive,” opens William Dyck, COO of Delco Trailers (Delco).

However, the benefit of increasing industry players is that companies are encouraged to evolve and develop their products and capabilities.

So much so that over the last 10 to 15 years, Dyck has observed an increased output across the board as businesses continue to improve.

“Many manufacturing organizations, including ourselves, work to be innovative and move the industry forward,” he states.



William Dyck, COO

RADICAL GROWTH

Headquartered in Paris, Texas, Delco thrives in a city at the center of the black-iron trailer country.

The business specializes in light to medium-duty steel trailers, including dump, gooseneck deckover, and

hotshot trailers, and offers tailored equipment and steel cargo.

Delco consistently endeavors to work with its clients to create the perfect custom order.

“As the manufacturer, our mission is to create the best possible product and support our incredible dealer network, consisting of approximately 180 independent retailers that span the country,” Dyck informs.

This is supported by a dedicated team of nearly 200 staff members who care deeply about their work, the trailers the company creates, and the customers it serves.


Established as a one-man show operating from a small, 4,800 square foot (sqft) facility in 2006, Delco has experienced organic growth. By 2014, it evolved from a small-scale operation to producing six to eight trailers a week. Three years later, the company explosively expanded by diversifying its product line to include equipment, dump, and utility trailers. ▣

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- WILLIAM DYCK, COO, DELCO TRAILERS





A large industrial manufacturing facility with a high ceiling and complex steel structure. In the foreground, there's a conveyor system with metal mesh safety railings. A worker in a red shirt is visible in the background near a large machine. The floor is concrete, and various industrial equipment and materials are scattered throughout the space.

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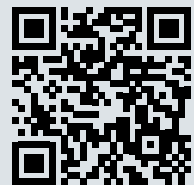
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Could you introduce us to Messer Cutting Systems and its services, facilities, products, and processes?

Messer Cutting Systems is a global leader in computer numerical control (CNC) cutting systems, providing advanced solutions for metalworking industries.

Our core services include sales, installation, training, and support for CNC plasma, laser, and oxyfuel cutting machines. We operate state-of-the-art facilities worldwide, producing high-quality cutting equipment and software solutions.

Our processes emphasize innovation, precision, and customer-centric service to ensure optimal performance and reliability in all our products and services.

By leveraging cutting-edge technology and a deep understanding of our customers' needs, we strive to deliver solutions that enhance productivity and efficiency in metalworking operations.

What type of industries and clients does Messer Cutting Systems serve?

We serve a diverse range of industries, including automotive, aerospace, shipbuilding, construction, and metal fabrication. Our customers range from small workshops to large manufacturing enterprises seeking high-quality, efficient, and reliable cutting solutions for their metalworking needs.

Our cutting systems are used in the automotive industry to create precise vehicle components, ensuring high performance and safety standards.

The aerospace industry relies on our technology for producing lightweight, durable parts that meet strict regulatory requirements. In shipbuilding, our machines facilitate the construction of robust, seaworthy vessels by enabling accurate cutting of large metal sheets.

Our solutions benefit the construction sector, as they are utilized in the fabrication of structural components for buildings and infrastructure projects.



Large and small metal fabrication shops depend on our cutting systems to deliver precise cuts and high-quality finishes for a wide range of applications.

How does your software streamline processes?

Our OmniWin, OmniFab, and OmniBevel software solutions streamline processes by integrating advanced cutting technologies with intuitive user interfaces.

These software packages enable efficient machine operation, real-time monitoring, and seamless automation, which significantly reduces setup times and minimizes errors.

The result is enhanced productivity and consistent, precise results across various cutting applications.

OmniWin focuses on optimizing cutting plans and improving material utilization, while OmniFab provides a comprehensive solution for managing the entire production process.

OmniBevel offers specialized tools for creating complex bevel cuts with high accuracy. Our software allows customers to achieve greater operational efficiency, reduce waste, and improve overall production quality.

Is there any innovative or state-of-the-art equipment or technology the company uses or is planning to invest in?

We continuously invest in innovative, state-of-the-art equipment and technology to stay ahead of the competition and meet our customers' evolving needs. Our advanced CNC plasma, laser and laser beveling solutions, along with our oxyfuel cutting machines, represent the pinnacle of cutting technology. We are also developing and integrating cutting-edge software solutions to enhance material handling, precision, and efficiency in our processes. This commitment to innovation ensures that our customers benefit from the latest advancements in cutting technology, which translates to improved productivity, higher-quality products, and greater operational efficiency. Our research and development team works tirelessly to explore new technologies and incorporate them into our product offerings.

What does 360° service mean, and how does it benefit your customers?

Our 360° service means providing comprehensive support throughout the entire lifecycle of our products, from initial consultation and installation to training, maintenance, and upgrades. This ensures our customers receive continuous, reliable assistance, maximizing their equipment's performance and longevity and ultimately enhancing their operational efficiency and productivity. Our service team is dedicated to providing professional support to address any issues that may arise, minimizing downtime and ensuring that our customers can maintain their production schedules. We offer a range of service plans tailored to meet each customer's specific needs, including preventive maintenance programs, emergency repair services, remote support, and virtual support options. In addition to technical support, we provide extensive training programs to help our customers get the most out of their equipment.

What sets Messer Cutting Systems apart from the competition?

Our unwavering commitment to innovation, quality, and customer-centric service sets us apart. We offer a comprehensive range of cutting solutions backed by advanced technology and a global support network. This ensures our clients receive tailored, reliable, and efficient solutions that meet their unique needs. Our focus on continuous improvement drives us to develop new products and enhance existing ones, ensuring we remain at the forefront of the cutting industry. Our customer-centric approach means we listen to our clients' needs and work closely with them to develop solutions that address their specific challenges. Our global presence allows us to provide localized support and services, ensuring our customers receive prompt, personalized assistance regardless of location.

Is there anything you would like to pay special mention to?

I'd like to highlight our dedication to continuous improvement and customer satisfaction. We always look for ways to innovate and enhance our products and services, ensuring we meet and exceed our customers' expectations. Our global team of experts is committed to providing exceptional support and delivering cutting-edge solutions that drive our clients' success. Our commitment to excellence extends beyond our products and services to every aspect of our business, from our internal processes and corporate culture to our interactions with customers, partners, and the communities we serve. We are proud of our legacy of innovation and customer satisfaction, and we look forward to continuing to lead the industry and deliver exceptional value to our clients.

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Despite small year-on-year additions that solved immediate capacity restraints, the business did not anticipate its long-term growth.

For instance, by 2020, Delco worked in a 180,000 sqft facility that was completely maximized and had little room for capacity development. Therefore, the space was inefficient for housing new additions, which resulted in a disjointed and inefficient manufacturing process.

“We started envisioning our dream space, taking our years of experience and lessons learned from elements that didn’t work so well in order to create our new facility,” Dyck explains.

The result was the introduction of a 600,000 sqft manufacturing facility in 2023 that placed an emphasis on production flow, new machinery, automation, and fixtures, enabling the company to produce 150 to 200 trailers per week with a production capacity of 500 units in the same timeframe.

The new facility enables Delco to build better, more consistent

ABOUT MESSER CUTTING SYSTEMS

Positioned at the forefront of the metal working industry, Messer Cutting Systems is a global supplier of top-of-the-range equipment, tailored service packages, and state-of-the-art technologies that exceed international standards.

Levering the expertise of approximately 1,000 experienced employees across five production sites, the company is proud to provide value-added solutions for the international thermal cutting sector.

Messer Cutting Systems’ unparalleled product portfolio includes spare parts, repairs, retrofitting, maintenance and service, environmental technology, and in-house software solutions.

products and increase production and efficiency.

THE DELCO DIFFERENCE

Delco stands out in the industry thanks to its unwavering commitment to customer service.

“Being a family-owned and operated business deeply invested in our craft, we extend our passion and values to every customer interaction, striving to enhance their success,” highlights Dyck.

The company’s strengths also lie in the diversity of its product offerings, which include comprehensive steel trailer solutions ranging from 53-inch cattle trailers to rugged enclosed and 10-inch light-duty utility trailers.

“We prioritize quality and consistency, leveraging automation and standardization methods to ensure each trailer produced maintains our hallmark of being well built and high quality, every time.”

Moreover, as a family-run organization, Delco’s relationship

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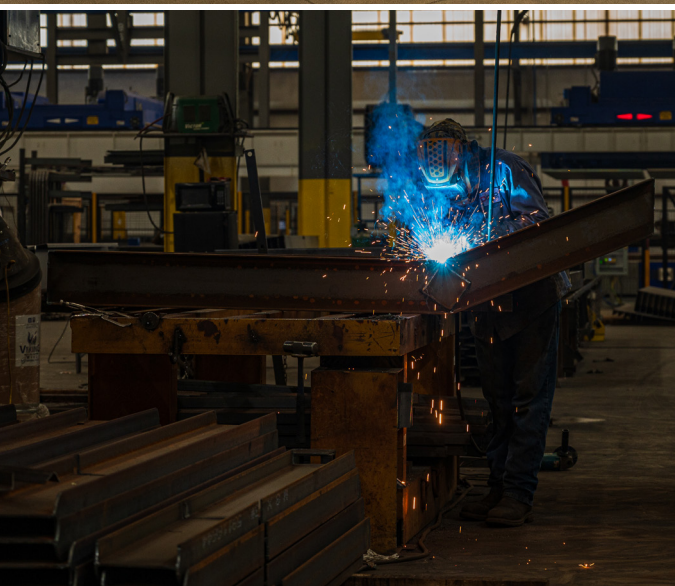
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- WILLIAM DYCK, COO, DELCO TRAILERS

with its clients is crucial. Every trailer component, including steel, axles, wheels, lighting, and decking, is sourced from a variety of vendors, making supplier relationships invaluable.

Moreover, the recent appointment of Dyck's brother as Purchasing Manager has strengthened the company's supplier relationships, some of which have lasted for nearly 20 years. This ultimately ensures the timely procurement of quality products.

Additionally, Delco is further differentiated by its staff base, who

are at the heart of the organization and have unwavering dedication and talent.

“As a family-run business, we hold dear the values of trust, respect, and support, which extend to every member of our team.”

The company empowers its employees by fostering an inclusive environment where everyone's voice is heard and respected, with each team member encouraged to take ownership of their work and contribute their unique skills and perspectives.

As such, recognition is a

cornerstone of Delco's approach, celebrating both big and small successes.

“Our organization thrives because of the dedication and passion of our team. They are not just employees; they are integral members of our work family, and their commitment drives our daily mission,” prides Dyck.

MOVING THE BUSINESS FORWARD

Presently, Delco is focused on its automated powder coating line.

“When seeing a trailer, the first thing anyone will notice is the finish. ▣

With that in mind, we're putting a lot of effort into our finish line," Dyck points out.

This means that automated overhead trolleys meet the unfinished trailer at the end of the welding

process and are immediately attached to the overhead rail, which transports the trailer through the final operations.

"Before this process, we were manually moving the trailers to a

SUPPORTING THE COMMUNITY

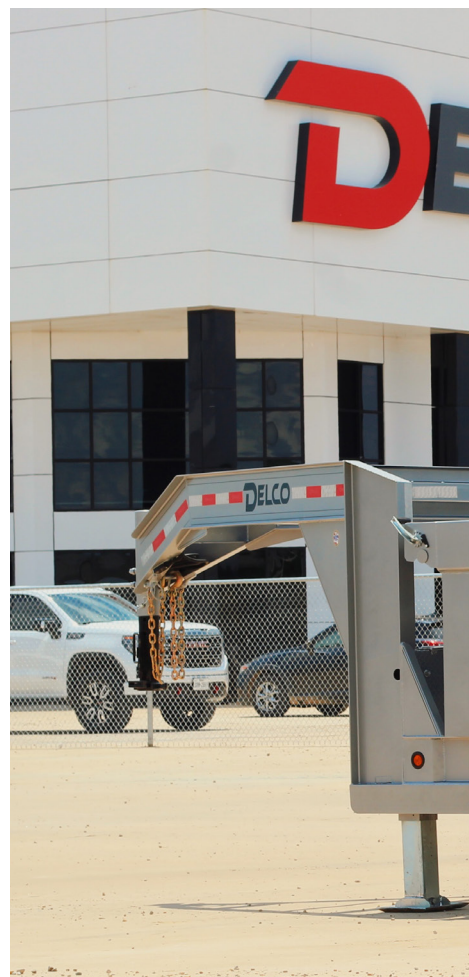
Delco is deeply committed to making a positive impact in the local community. The company actively supports initiatives such as breast cancer awareness campaigns, which raise funds to help those affected.

Beyond fundraising, Delco encourages its team members to devotedly engage in community activities, fostering a culture of giving back and volunteerism.

Additionally, the company proudly sponsors and participates in events that benefit local charities, including Court Appointed Special Advocates (CASA) For Kids, Boys & Girls Clubs of America, and United Way. These partnerships allow the business to directly contribute to important causes that improve the lives of individuals and families in the area.

"Being involved in our community isn't just a responsibility; it's a core part of who we are as an organization.

"We believe in making a difference through our business practices and active support of community entities that share our values and goals."



storage location before moving them again to the finish line; therefore, we have now eliminated two touches," he expands.

The overhead trolleys are also moved mechanically instead of being manually pushed by forklifts or hand, as they were previously. With over 2,500 inches of rail, this innovation has eliminated significant amounts of manpower.

Meanwhile, the company is currently in the process of the construction and implementation of automated wash bays projected for functionality at the end of Q3 2024, significantly improving efficiency and consistency.

Alongside product and manufacturing innovation, Delco is looking inward to refine its processes to maximize the company's organization.



“We are working on many initiatives, such as fine-tuning our forecasting to ensure a lower material inventory whilst streamlining our warehouse procedures to better keep track of trailer components, eliminating inefficiencies and missing parts,” explains Dyck.

The company has also implemented an internal ordering system for in-house parts and sub-assemblies, which allows departments to better enter and keep track of these different processes.

As such, Delco is focused on streamlining its operations to

maximize its new facility space and ensure it is well-positioned for growth.

“As a company that started from scratch, we learn something new every day, and we are constantly focused on improving the little things, knowing that they make up the bigger picture,” Dyck closes. 🎯



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