



Meet ALVIN JOSEY

Blanchard **CAT**

BACKGROUND

Company: Blanchard Machinery

Role: Service Coordinator

Started In: 1990

TEXADA

HUMANS BEHIND THE TECH

THE STORY

Before Blanchard Machinery, Alvin Josey was an engineer in the Navy, posted in Cuba. It was there that he acquired a taste for bourbon and cigars. Back then, 'Engineman' was a fancy name for a diesel mechanic, a title Alvin wore with pride.

In 1990, Alvin started at Blanchard as a service technician, working specifically on trucks. Over the past 35 years, Alvin has seen the Blanchard headquarters evolve from a structure made with mud and clay to what it is today. Today, Alvin works as a Service Coordinator.

Despite the new facility, Alvin still has the old school work ethic. He gets in at 4:30 AM every day and likes to take a first pass at the service requests before the rest of his team gets to the office. That way, when the dealership opens, the team is primed and ready to respond to and work through customer requests. During their busiest season, Alvin and his team work through 300 work orders in a single day.

On the wall in Alvin's office, he had a calendar counting down the days until December 4th— which was his last day of work before retirement.

THE TOOLS

Alvin double checks his work using DBS and validates technicians notes and warranty information in CAT's Service Information System (SIS). To keep track of ongoing jobs, he uses Texada Service Management, which replaced the Work In Progress (WIP) room and paper-based service requests.

"Alvin embodies the human behind the technology. He's seen it all and sees it changing, but has adapted and knows his processes like the back of his hand. He's proud of his work and inspires us to keep moving earth."