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On the cover:

Part of a commemorative picture montage presented by Laurent Montenay of JLG to Joachim Metzner and Kai Schliephake of the German-based international association of independent rental companies Partner Lift which celebrated its 25th anniversary earlier this month in Dresden.



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> mount, Dingli to launch Magni-built booms, Kato acquires IHI and finacials round-up.



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Rough terrain cranes





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An open or shut case?

Typically when companies - or people - have an accident, make a mistake or decide that a particular strategy has failed and change direction, they try and keep it quiet rather than openly admit to an error. This attitude is highlighted by the lack of response to voluntary schemes such as IPAF and FASET's accident reporting programmes and the logging of so-called near misses despite evidence showing a more open and communicative approach is best.

But are there signs that our industry is becoming more open? Already this month there have been two instances that make me think we might be seeing a move towards a greater willingness to openly discuss tough issues, rather than trying to hide them, leading to more severe consequences down the road.

The first rather personal story deals with Scottish access specialist Active Rentals and its managing director Andrew McCusker. The relatively young McCusker experienced a serious stress induced health scare at the start of the month, but rather than suppressing it, he was open and mature enough to discuss the situation with his staff and seriously consider doing something about it. However in just a couple of weeks he managed to sell the business to local company EMH which plans to expand the company and move into new shared premises.

The second example involves a much larger company - Terex Cranes - and newly appointed president Steve Filipov. During an interview for this month's issue (see page 49) Filipov highlights the problems facing the business and his strategy to return the company to its former glory. Terex Cranes has been suffering on several fronts, including quality issues on certain models and focusing internally rather than on the customer.

Many medium to large companies have experienced a similar situation but very few have ever admitted it or openly discussed plans to rectify it. As companies such as VW know only too well after the US emissions debacle - restoring brand image is a long hard slog.

The cynical may say that alerting customers and the market - including competitors - is all part of the overall plan. But like all problems, admitting the problem exists is often the hardest part - and it's hard to fix a problem until you do - telling the world is a close second.

The Active Rentals situation has been resolved and we hope that the change of lifestyle will do the trick for Andy McCusker. Terex Cranes will take longer, but Filipov's 100 day plan will hopefully kickstart the changes required to make a difference over the next couple of years or so.

Let us hope that this openness and maturity continues to spread - you never know, it could lead to a safer, more efficient and more pleasant industry.

Mark Darwin

Comment and feedback is most welcome via post, email, fax or phone stating if we may publish them or not: editor@vertikal.net

