

Standard Courses (Basic)

Komatsu Service Mobile Application

Instructors: David Raleigh & David Palmer with WPI

Duration: 4 Hrs.

2 Sessions

This course will consist of 2 parts:

Part 1 - Product Overview and Demonstration

This cloud-based platform is designed to help distributors improve the efficiency of their service & product support operations (back office and field/shop operations). This part of the course will provide training in these key functional areas of the back-office portal and the mobile app platform:

- 1) Visual Scheduling of Technicians and automated notifications/alerts
- 2) Managing Komatsu CARE Complimentary Maintenance and KDPF activities
- 3) Conducting machine inspections using the smart phone/tablet app and automated workflows & notifications
- 4) Automation of Komatsu CARE PM claim submission to KAC

Part 2 – Voice of the Distributor

David Palmer, Regional Operations Manager at Waukesha-Pearce Industries, has over 20 years of experience and is responsible for managing the Komatsu Service Mobile Application Platform for Waukesha-Pearce's 9 branches located throughout Southeastern Texas. He has invaluable first-hand experience of the challenges and benefits of introducing and implementing a mobile platform in multiple locations for multiple functions. He has on-boarded and trained over 300 users ranging from field, shop, and lube service activities. This part of the course will give interested spectators an opportunity to see how the system is being utilized by a Distributor and ask questions.

Komatsu Tier 4 Engine Troubleshooting: What Service Managers Need to Know

Instructor: Bill Weidemann / Garrett Langham

Duration: 4 Hrs.

3 Sessions

This course will demonstrate to the participant what is necessary to prepare your service network to effectively troubleshoot and repair Komatsu Tier 4 products, including the completion of Flash News 12061C. Troubleshooting approaches and procedures will be discussed, examined, and reviewed. Hands-on training will take place using Komatsu machines, utilizing the required tooling to complete FN12061C, including the Komatsu Smoke Tester, Blow-by Test, and Insite Tool as diagnostic aids for the after-treatment system. This course will include the diagnosis of machine issues to allow the participant to better understand the troubleshooting process. This is a hands-on training session that is well designed to use the 4-hour time-frame, including a concluding question and answer period.

Effective Warranty Claim Creation / K-View

Instructor: Brian Wysocki

Duration: 2 Hrs.

2 Sessions

NEW THIS YEAR – K-VIEW WARRANTY CLAIM SUBMITTAL SYSTEM OVERVIEW This course will allow participants effectively and efficiently create high quality and informative warranty claims for submittal to Komatsu. Providing Komatsu valuable technical information, will help Komatsu factories to reduce issue resolution times. The student will be provided with the knowledge to properly create various claim types within the Komatsu K-View warranty system. Participants are encouraged to bring actual work order examples to be reviewed in class. This course will also offer suggestions and helpful hints to make claim entry and navigation through the Komatsu K-View warranty system easy and useful. In addition, best practices can then be applied back at your distributor service & warranty departments.

iMC Systems Overview & Troubleshooting Procedures

Instructors: Kevin Dunphy / Craig Yager

Duration: 4 Hrs.

3 Sessions

This course will review the components and function of Komatsu Intelligent Machine controls for excavators and dozers. Component locations and the system functions will be covered during this class as well as troubleshooting procedures. Upon completion of this course the participants will be able to locate components, explain system functionality, and demonstrate common troubleshooting practices related to the iMC machines.

Standard Courses (Basic con't)

TSR Usage & Technical Communication (New TSR System)

Instructor: Andrew Hish

Duration: 2 Hrs.

3 Sessions

Quality technical information is vital to providing professional support to our customers. The new TSR system is designed to give you the tools to ask for assistance on demand. This is an incredibly powerful tool to use for a machine down repair or for a normal rebuild in which you cannot find the information through our publications. This course will provide the student with the working knowledge to submit a quality TSR. You will also learn successful methods for searching through the new TSR system, which will allow you to quickly find support information to resolve field issues.

Warranty Service Policy and Procedures

Instructor: Brian Wysocki

Duration: 4 Hrs.

2 Sessions

Warranty Administration is more than submitting simple repair orders. Timely processing and payment of warranty claims depend on the performance of those involved. This course will ensure compliance and improve your understanding of Komatsu Service Policy and Procedures, claim and supporting documentation requirements to learn Komatsu's point of view when reviewing and processing claims. Best practices and examples will be provided as well as an overview of the part recall and return process and tracking of cores associated to warranty claims.

Standard Courses (Advanced)

Best Practices to Reduce Mean Time to Repair [MTTR]

Instructors: Mike Hayes & Rodney Drury

Duration: 4 Hrs.

2 Sessions

When a customer's machine goes down the clock starts for the service department. The next steps the distributor takes are critical to resolving the customer's issue and getting the machine back up and running. This course will focus on best practices to implement during the machine repair process, from asking the correct questions up front, to truly understanding why the machine went down, insuring the repair meets the customer's expectation. Service Managers and distributor back office staff involved with managing technicians will benefit from this course. Class participants will also hear from a Komatsu distributor on best practices when managing MTTR.

Continuous Improvement - Internal Service KPI's

Instructor: Adam Loresch / Linda Quintana

Duration: 4 Hrs.

2 Sessions

This course is designed to provide service personnel with the tools to efficiently and effectively implement change to underperforming Service Key Performance Indicators within Distributors service operations. The course will focus on using Kaizen methodology (Plan, Do, Check, Act) as the foundation to the continuous improvement process.

Course Competencies: Identify the areas of potential improvement, Identify the root cause of the issue, Develop and implement the best countermeasure, Monitor impact of results

Standard Courses (Komatsu Optimization)

Technician Recruitment

Instructor: TBD

Duration: 2 Hrs.

2 Sessions

An introduction to Service Department technician recruitment. Students in this class will learn the techniques and tips to attracting the most competent technicians available in today's busy work environment. This course will also supply you with the tools that are needed to successfully recruit and compensate your future staff. No prerequisite required prior to attending this class.

Professional Development

Leadership 101 for Service Managers Presenter: Amy Parrish

Duration: 6 Hrs. Fee \$225
1 Session: Mon 10-5PM

If you have authority but you don't have influence...are you a manager or a leader? In learning the answer to this question, you will study how to translate leadership attributes into your daily management routine. Authentic behaviors that create influential relationships and successful teams are the core of this course. We will practice leadership strategies that will make your team excited, loyal and work harder for the goal. This is a specific course designed for Service Managers and the complexities of their particular jobs in which they must proactively react to customer issues and manage workloads carefully.

Personality Style and Managing Conflict Presenter: Amy Parrish

Duration: 8 Hrs. Fee \$300
1 Session: Tue 8AM-5PM

There are four dominant communication styles that drive our personality and behavior and those differences in styles can make all the difference in productivity and understanding when communicating with others. Your approach to taking in information and giving out information is essential to understand -- in order to be understood! Managing conflict becomes more tolerable when we understand the different styles that are involved. We'll have lots of practice on how to speak all four styles. Your working relationships will immediately improve after this course.

Working with Diverse Personality Styles 2.0 Presenter: Amy Parrish

Duration: 4 Hrs. Fee \$175
1 Session: Wed 8AM-12PM

(Prerequisite is Personality Style and Managing Conflict: The Impact of our Perceptions) Participants learned about the four dominant styles that drive our personality last year, and now we want to see how they have applied what they learned during the year. When a manager understands the styles of those he/she manages, conflict is less likely to arise and productivity soars. Managers will have a chance to build on their previous knowledge and build on their own approach to perceiving information, managing, and leading others that are different from them. They will have the opportunity to practice altering their own style and communicate differently based on the personalities of the other team members they are working with or managing. Understanding how to work with diverse teams leads to increased performance, creative problem solving and strong teams. This is the advanced level personality course ideal for leaders and those that want to move into leadership positions.

Be Your Customer's Champion Presenter: Amy Parrish

Duration: 4 Hrs. Fee \$175
1 Session: Wed 1PM-5PM

Quality Customer Service comes from a seamless experience with the customer. Customers don't think about service until their problems aren't solved. Exceptional customer service is authentic and meets expectations. In order to deliver good service, we must understand the customer and adapt our style to meet their needs. This course will help to identify areas of the business and processes where the customer's expectations may not be met and approaches to resolve it. Get ready to be fired up for great levels of service as we examine the culture of service in your organization and what it communicates to your customers. We'll examine specific interactions that you have with your customers and how those can translate into greater sales and more profit. We'll practice how to have positive interactions by phone, email, in person and eliminate many of the frustrations that are experienced by you and your customers.

Financial Basics for Service Managers Instructor: Bill Mayes (Machinery Advisors Consortium)

Duration: 4 Hrs. Fee \$0
2 Sessions: Wed 8-12PM, Wed 1-5PM

The Customer wants me to fix it for FREE and now I have to make money too!! I don't even know where these numbers come from. Take a real world look at the financial side of your service business. How do I get from hours posted on time cards to numbers in my monthly report? After these four hours, you will be able to interpret and explain a basic Income Statement and Balance Sheet. You will understand how to use Key Performance Indicators or KPI's to see how you are performing. Are you doing better than other managers? And where should you look to fix your problems. We will give you just enough Theory and a lot of practical application, specifically for Service Managers, so that you can use your Financial Information to help you run your business.