

KSI

KOMATSU SERVICE INSTITUTE

MONDAY (April 29)				TUESDAY (April 30)				WEDNESDAY (May 1)			THURSDAY (May 2)		
MORNING (AM)		AFTERNOON (PM)		MORNING (AM)		AFTERNOON (PM)		MORNING (AM)		AFTERNOON (PM)	MORNING (AM)	AFTERNOON (PM)	
8 - 10	10-12	1 - 3	3 - 5	8 - 10	10 - 12	1 - 3	3 - 5	8 - 12		1 - 3	3 - 5	8 - 12	1 - 5
AMY PARRISH Leadership 101 for Service Managers				AMY PARRISH Personality Style and Managing Conflict: The Impact of our Perceptions				AMY PARRISH Working with Diverse Personality Styles 2.0		AMY PARRISH Be Your Customer's Champion		Continuous Improvement - Internal Service KPI's	
Effective Warranty Claim Creation / K-VIEW		TECH RECRUITMENT		TSR USAGE & TECHNICAL COMM		Warranty Service Policy and Procedures (SPPM)		Effective Warranty Claim Creation / K-VIEW		TSR USAGE & TECHNICAL COMM		Best Practices to Reduce Mean Time to Repair [MTTR]	
TSR USAGE & TECHNICAL COMM		intelligent Machine Control Systems Overview and Troubleshooting Procedures		Komatsu Tier 4 Engine Troubleshooting: What Service Managers Need to Know		intelligent Machine Control Systems Overview and Troubleshooting Procedures		Komatsu Tier 4 Engine Troubleshooting: What Service Managers Need to Know		intelligent Machine Control Systems Overview and Troubleshooting Procedures		Komatsu Tier 4 Engine Troubleshooting: What Service Managers Need to Know	
TECH RECRUITMENT		Komatsu Service Mobile Application		Continuous Improvement - Internal Service KPI's		Komatsu Service Mobile Application		BILL MAYES Financial Fundamentals for Service Managers		BILL MAYES Financial Fundamentals for Service Managers		End of KSI Session Lunch available in banquet area.	
MACHINE CONTROL AND OPERATIONS				MACHINE CONTROL AND OPERATIONS				MACHINE CONTROL AND OPERATIONS					

Other Event Info:
 * MONDAY Opening Ceremony and Graduation begins at 8:30 AM in Theater.
 * MONDAY EVENING RECEPTION: Hilton Garden Inn (All Students and Instructors are welcome) 5:30 PM to 8:30 PM Raffle for students (must be present to win)

Standard Course
Professional Course

Requirements for graduation:
 60 total hours of KSI training - must include 16 hours of professional courses