

MONDAY (Sept 30)				TUESDAY (Oct 1)				WEDNESDAY (Oct 2)				THURSDAY (Oct 3)											
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											
Lobby: REGISTRATION (8:00 AM - 8:30 AM) In Theatre: Opening Remarks & Graduation (8:30 AM - 10 AM)				AMY PARRISH Leadership 101 for Service Managers Lunch break from 12 to 1 PM				AMY PARRISH Personality Style and Managing Conflict: The Impact of our Perceptions Lunch break from 12 to 1 PM				AMY PARRISH Working with Diverse Personality Styles 2.0 <i>(Pre-req: Personality Style & Managing Conflict - must be completed at prior KSI event)</i>		AMY PARRISH Be Your Customer's Champion		Continuous Improvement - Internal Service KPI's							
				Bus Solutions Group: Fleet Recommendations		Reman and Overhaul (OV) / S- BOM		TSR USAGE & TECHNICAL COMM		Lunch served from 12:00 PM to 1:00 PM		TSR USAGE & TECHNICAL COMM		Bus Solutions Group: Fleet Recommendations		Warranty Service Policy and Procedures (SPPM)		Best Practices to Reduce Mean Time to Repair [MTTR]		Warranty Service Policy and Procedures (SPPM)		Best Practices to Reduce Mean Time to Repair [MTTR]	
				Reman and Overhaul (OV) / S- BOM		Komatsu Service Mobile Application		Continuous Improvement - Internal Service KPI's		Lunch served from 12:00 PM to 1:00 PM		Komatsu Service Mobile Application		BILL MAYES Financial Fundamentals for Service Managers		BILL MAYES Financial Fundamentals for Service Managers		BILL MAYES Analyzing Your Service Department for Peak Profitability Performance <i>(Pre-req: Financial Fundamentals for Service Managers - can be completed in same KSI event)</i>		End of KSI Session			
				TSR USAGE & TECHNICAL COMM		Komatsu Tier 4 Engine Troubleshooting: What Service Managers Need to Know		Intelligent Machine Control Systems Overview and Troubleshooting Procedures		Lunch served from 12:00 PM to 1:00 PM		Komatsu Tier 4 Engine Troubleshooting: What Service Managers Need to Know		MyKomatsu Overview - KOMTRAX Overview & Optimization		MyKomatsu Overview - KOMTRAX Overview & Optimization		End of KSI Session					
MACHINE CONTROL AND OPERATIONS Lunch break from 12 to 1 PM				MACHINE CONTROL AND OPERATIONS				MACHINE CONTROL AND OPERATIONS				CMO Plant Tour & Failure Investigation Process Depart CCC 8:15 AM Return CCC by 2:00 PM Lunch Provided at CMO		End KSI									
				JIM DETTORE Failure Analysis for Service Managers (Day 1 of 2) Lunch break from 12 to 1 PM				JIM DETTORE Failure Analysis for Service Managers (Day 2 of 2) Lunch break from 12 to 1 PM															

Other Event Info:

- * LUNCH Served Monday, Tuesday and Wednesday from 11:45 AM to 1:00 PM. NO LUNCH on Thursday except for CMO Plant Tour.
- * 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