

North  
Pacific

Mine Training Division



## Is Your Customer Training Reducing Warranty Claims?

What is operator error costing you in terms of damage to new equipment and warranty repairs? Do you have a comprehensive, results-driven training system for new equipment operators?

The development and delivery of competency-based training systems is helping equipment manufacturers provide cost-efficient customer training with consistent, reliable, measurable results.

### How are you training customers to use *your* equipment?

- **You send out an experienced trouble shooter to do training once the equipment is assembled and ready to use.** Is he/she an experienced trainer? What does he/she use for training materials? How does he/she determine the training content or assess operator competency?
- **The mine has its own training program and you rely on it to train equipment operators.**

Do you know how they're being taught to use the equipment? Do you know if the trainers are up-to-speed on new features, safe operating limits or safety mechanisms?

- **You send a trainer if required, but it's not your normal procedure.** You send out someone with a PowerPoint deck when necessary to give a couple of presentations and answer questions.
- **You provide a comprehensive equipment manual.** You don't offer customer training.

Perhaps you use a combination of all these methods, depending on customer demand, equipment type and people's schedules.

Ask yourself a few questions about your customer training:

- Are the method(s) you currently use effective? Does your operator training reduce warranty claim costs and give you a competitive edge?

- How do your trainers determine training content? Is it based on what the equipment can do, or what the operator needs to do with the equipment?
- Is there consistency in content depth and delivery methods from one trainer to the next?
- How do your trainers assess a trainee's competence?

Unless you use a systematic process to develop content and measure results, it's difficult to know if the required knowledge and skills have been taught and learned.

### How do you *know* if training has been successful?

If you tell operators how to run your equipment, is it safe to assume they've gained the knowledge and skills required to use it safely and effectively? What's the risk of finding out they can't? Safety? Reduced profit? Environmental damage?

Competency-based training is designed to achieve **predetermined, measurable and observable** performance standards. It enables:

- The learner to demonstrate he/she has the knowledge, understanding and skills required to perform a job.
- The trainer to objectively assess the ability of the learner to perform job tasks.

As a result, everyone—trainer, trainee, training coordinator, foreman and superintendent—knows exactly which skills the trainee has obtained upon completion of the training.

## First-class training gives you a **competitive edge**

You already know that good training is the avenue to:

- Satisfied customers
- Repeat sales
- Reduced warranty claims.

A first-class training system gives you a competitive edge, plus the assurance your customers have been trained to predetermined performance standards. However, you may not have the expertise or resources in-house to build, maintain or deliver competency-based customer training.

We offer you “no hassle” training. Instructional design and training is our core business. You can benefit from our systems and experience without incurring the ongoing expense of building and supervising your own instructional design and training team.

# Competency-Based, Customized Operator Training Systems

North Pacific/RW Consulting Operator training systems are designed and built to the highest standards in the world. We develop high quality, effective, *competency-based* training systems customized to the needs and objectives of equipment manufacturers and mine operators.

Our training systems ensure that your customers are able to:

- **Minimize equipment damage** – Operators know how to inspect and use equipment, thereby reducing unnecessary warranty repair costs.
- **Ensure safety** – Safety procedures are clear and operators know how to apply them.
- **Maximize efficiency** – Knowledgeable operators know how to do the job, not just run the equipment.
- **Reduce liability** – Prove workers have been well-trained to avoid damage or injury.

Our trainers can go to your factory and become factory-certified on your equipment. Once certified, they can even handle warranty claim investigations, freeing up your personnel to meet other demands. If you already have knowledgeable

Our courses are built using the DACUM approach to occupational analysis (acronym for **Developing a Curriculum**). We use operator input to identify the specifics of how a job is performed and then organize the information into key job responsibilities and associated tasks. The DACUM becomes our checklist for ensuring the course materials are complete and accurately meet the job requirements.

Additional benefits of the DACUM approach:

- Enables meaningful certification based on competence
- Ensures systematic identification of critical tasks
- Meets ISO 9000 and TQM standards.

When the course materials are ready, courses can be delivered at the customer’s site using our trainers or yours. Our train-the-trainer package enables your trainers to use the course materials to achieve consistent, predictable results.

trainers, they can use our training system to deliver predictable, impressive results.

**Offer your customers first-class, competency-based training** using the people and systems we already have in place.

## Mobile Equipment Operator Training System

Our Mobile Equipment Operator Training System is comprised of:

1. DACUM Analysis
2. Training Manual
3. Trainer Guide
4. Quick Reference Guide
5. Knowledge Quiz
6. Field Assessment
7. Optional items:
  - PowerPoint Presentations
  - Simulator Program.

## Plant Operator Training System

Our Plant Operator Training System is comprised of:

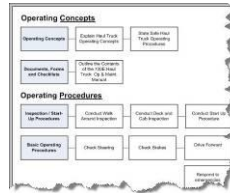
1. DACUM Analysis
2. Training Manual
3. Trainer Guide
4. Quick Reference Guide
5. Knowledge Quiz
6. Plant Assessment
7. Optional items:
  - PowerPoint Presentations
  - Simulator Program.

## Train-the-Trainer Package

Our train-the-trainer package ensures you get maximum value from the materials we produce. Our trainers ensure your trainers are able to use the course materials, teaching methodologies, trainer guide and assessment tools to achieve the same predictable results.

# Training System Components

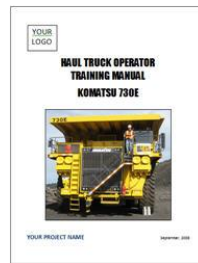
### DACUM Analysis



Instructional designers interview experienced workers and

summarize job tasks into profile charts. These charts become the foundation for training content and competency assessment.

### Training Manual



Our Training Manual builds on your operation and maintenance manuals. It includes:

photos of your equipment in the operating environment, background theory, step-by-step instructions required to complete job tasks identified in the DACUM, integration of standard operating procedures into task instructions, and practical recommendations for working in varied terrain.

### Knowledge Quiz

A written test ensures the learner has grasped key concepts and theory presented by the instructor.

### Trainer Guide

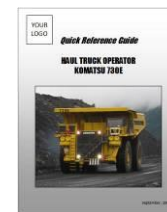
Conditions	Performance Objective	Key Points / Steps	Standards/Outputs	Assessment	Notes
Clear/dry road conditions.	Be able to maintain the road conditions.	1. Contact supervisor to let him/her know when possible working.	Contacts supervisor	<input type="checkbox"/> <input type="checkbox"/>	
		2. Make contact with the trucks heading on the road to let them know you are there.	Contacts lead trucks	<input type="checkbox"/> <input type="checkbox"/>	
		3. Stay on the side of the road, working with the flow of traffic. Take one straight road that is too long, but with a point where you can make a right turn and exit the road part where you can turn around.	Works with traffic flow	<input type="checkbox"/> <input type="checkbox"/>	
		4. Pick up a truck and let the driver get going down the road. Work 8 hours on the road.	Identifies turning point	<input type="checkbox"/> <input type="checkbox"/>	
			Pickup and drop off for pass	<input type="checkbox"/> <input type="checkbox"/>	
			Work 8 hours on the road	<input type="checkbox"/> <input type="checkbox"/>	

The Trainer Guide provides a map for course delivery, ensuring consistency in content and teaching methods from one instructor to the next. It facilitates optimal learning by incorporating varied instructional techniques and a checklist of expected performance standards by topic.

### Field Assessment

This tool provides a checklist of job tasks the trainee must perform in order to demonstrate that he or she has achieved predetermined measurable, observable standards of competence. Once completed, everyone knows the person can perform to the standards listed.

### Quick Reference Guide



The Quick Reference Guide contains the essence of the key operating procedures; the critical information required by the operator on the job.

**Contact us for a free training audit!**



## Why us?

What makes the North Pacific Training and RW CTS team your best choice?

- Experienced trainers with 30+ years each of mine operation experience, teamed with
- Experienced instructional designers, technical writers and illustrators with decades of experience creating and implementing competency-based training.

## Is this you?

We find that our services resonate well with clients who share the following characteristics:

- High standards of excellence.
- Very knowledgeable about your products and industry.
- Strive to be true experts and reliable sources of product to your customers.
- Have conducted customer training in a casual or unstructured manner but now seek a cost-efficient way to ensure consistent, predictable results.
- Do not have the expertise and experience in-house to create and deliver competency-based customer training.
- Committed to mutually supportive relationships; in business and in life, you realize that you and your company can't make it alone.

## The North Pacific Training and Performance Team

North Pacific has been developing competency-based operator training since 1988 to increase corporate profitability and performance. We believe that all parties benefit from long-term business relationships built on quality and trust.

Our mission is to assist equipment manufacturers to create and implement dependable training systems that increase safety and production and reduce accidents and environmental mishaps due to operator error.



*The North Pacific Team*

## The RW Consulting and Training Services Team

The trainers and consultants at RW Consulting and Training Services Ltd. are industry veterans who provide heavy equipment training services and production and safety enhancement programs to mines and equipment companies worldwide.

The RW CTS mission is to increase mine production efficiency and safety through leading edge operator training technology.

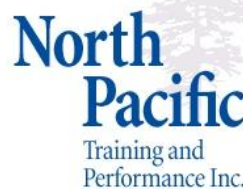


*The RW Consulting & Training Team*

**We have a solid record of success that proves our approach works.  
It can work for you as well. Call us today.**

### Our Guarantee

We guarantee that your trainers and your customers will be able to implement the training system we build for you if they follow our direction. If after reviewing our work you feel it does not meet your expectations, we will review and revise the materials in accordance with your requirements.



**Rugged, Reliable Training Systems Since 1988**