


Transferring knowledge goes beyond conveying information. It goes to the heart of the matter: Understanding. E²M/Polytron's training philosophy and methodology are designed to help people understand their job so that they will accept the responsibility for the successful and effective performance of it. To that end we offer the following:

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| Service | <h2>Vendor Training Management</h2>  |
| Components | <p>Vendor Training Management (VTM) ensures that technology transfer of all project equipment and services is accomplished in an effective and timely manner. Training is crucial in making “vertical start-up” a reality. When you receive line operation “hand off” from the design and installation team and the equipment manufacturers you (your business) must rely on the abilities of the Operations and Maintenance personnel to keep the system running at your expected efficiencies. Vendor Training Management:</p> <ul style="list-style-type: none"> • defines customer training requirements • develops and conducts pre and post assessments (See <i>Assessment Services</i>) • conducts Vendor Trainer Orientation seminar(s). • develops and executes Request For Proposals (RFPs) • develops and manages training schedules • monitors and evaluates trainers and the training process (optional) • manages the purchase order and invoicing processes |
| Discovery | <p>How many vendors are supplying equipment? When do you expect personnel to be ready to operate and maintain equipment? What are the efficiency expectations for your Operations group? What will you do to provide personnel with the tools necessary to meet efficiency goals? What are the new technologies on this line? Do you expect your own personnel to transfer knowledge (teach others new technologies)? What is the current skill set and required skill set of the workforce? Is formal training identified as a vendor deliverable? What is the window for beginning and completing training? Do you have or want to provide a certification program? Who has responsibility for training and has a training team been established?</p> |
| Value Add | <p>Virtual Training Department: Most customers do not have a dedicated training department or team. E²M/Polytron becomes a virtual employee, relieving you of the necessary, critical, but time-intensive tasks required for planning, scheduling, managing training costs and monitoring vendor training. This is done by way of:</p> <ul style="list-style-type: none"> • <u>Planning</u>: Incorporated in the overall project plan from the beginning. • <u>Scheduling</u>: Partner with customer and vendor to make Time Management effective. • <u>Managing Costs</u>: Issue POs and track and manage invoices and overall costs. • <u>Monitoring</u>: Ensure training programs are effective and trainees are engaged in training. <p><u>Complementary Services Offered</u> <i>Assessment Services</i> <i>Vendor Training Monitoring</i> <i>Instructor Certification Program</i></p> |

Vendor Training Management

E²M/Polytron Training

Transferring Knowledge, Transferring The Ability To Transfer Knowledge

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| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tasks</p> | <ul style="list-style-type: none"> • Identify the number of trainees per discipline and if training will be on/off shift. (Client) • Define training requirements per discipline (Who is responsible for changeovers?) (E²M/Polytron & Client) • Obtain preliminary training quotes. (E²M/Polytron) • Develop schedule. (E²M/Polytron) • Obtain customer approval and issue POs. (E²M/Polytron) • Manage training schedule – Confirm training, provide trainers with sign-in and evaluation sheets, adjust schedules as necessary, and resolve effectiveness issues. (E²M/Polytron) • Evaluate final training documents, including pre- and post- assessments, participant evaluations, Trainer Exit Evaluations, etc. (E²M/Polytron) • Produce Closeout Summary that provides detailed information about the effectiveness of the training. (E2M/Polytron) |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Scheduling</p> | <p>A tentative training schedule should be established at the same time as the overall project schedule so that training vendors may plan accordingly. Therefore, VTM services should begin during the early phases of project conception and is typically completed within a week or two of the end of training.</p> |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Timelines</p> | <p><i>Week 1</i> – Establish training requirements <i>Week 2</i> - Contact vendors to obtain quotes and schedule commitments <i>Week 3</i> - Contact vendors to obtain quotes and schedule commitments (continued) <i>Week 4</i> – Obtain approvals and issue POs <i>Week 5</i> – Compile training completion documents and issue report.</p> |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Common Questions</p> | <p>Training is part of the installation contract, so why do I need formal training management? Service technicians may be contractually responsible for training, but hands-on training usually does not provide your employees with a complete knowledge transfer and they may not get to everyone who needs to be trained. This can have a direct and adverse impact on your production efficiencies, damage to your new and expensive equipment, not to mention employee safety. Remember, the service technicians are primarily responsible for ensuring the equipment is running as expected.</p> <p>I have someone who is responsible for training, so why would I hire you? Does this individual have other responsibilities? If so, our experience tells us that there is a good chance, depending on the number of vendors and new technologies, your resource will not be able to devote the time necessary to adequately manage vendor training.</p> <p>I can manage training costs, so why should I let you? Managing costs also includes managing vendors. We have the resources, proven processes and expertise that enables us to effectively and efficiently perform both of these tasks.</p> <p>How can you ensure that training is effective? VTM includes required, structured and detailed Vendor Trainer Orientation (VTO) seminars that provide vendor trainers with instruction on your training requirements, the tools to ensure success and give instructional guidance to ensure success (including how to effectively administer pre- and post-assessments). Optionally, E²M/Polytron can also monitor vendor-training sessions to provide immediate feedback for improvement, as well as ensure that trainees are engaged in the training process.</p> |