



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.

1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (27835-7006)

CERTECH®

Now Available

DATE: January 20, 2010
TO: All Hyster Dealer Principals, Branch, Service, and Training Managers & Technicians
FROM: J. Bladel
COPY: Marketing SLT, and All Regional Management Staff Managers
SUBJECT: **CERTECH® Now Available on the TKC**

The new Hyster **CERTECH®** Technician Certification curriculum is now available on the Hyster Training Knowledge Center (TKC). The Hyster **CERTECH®** technician certification program will assist Hyster dealers with the training of their technicians to a uniform level of skill and ability. While many Hyster dealers have comprehensive in-house technician training, **CERTECH®** will help assure Hyster dealers and customers that they can rely on a high level of ability and knowledge from Hyster service technicians. Hyster dealers can also utilize **CERTECH®** as a marketing tool to differentiate their dealership from their competitors.

How do I get started?

Enrollment in the program requires access to the TKC. The TKC is housed on the dealer web site. You can get to the TKC by logging onto the dealer web site and navigating along the left-hand menu to the Training menu option. If for some reason, the Training menu option doesn't display, or you don't see the TKC button, talk with your dealer's D3 Administrator and ask that you be activated for these web site functions.

How does CERTECH® work?

CERTECH® is laid out in easy-to-follow Learning Paths. There are five stages of certification: **Maintenance, Service, Master, Elite and Trainer**. You must complete online modules, skill assessments and a certification exam to earn each stage.

Introductory Stage:

Maintenance Technician

Maintenance technician is comprised of 16 online training modules each concluding with a quiz. A participant workbook allows the technician to work with the dealer trainer to complete the skill tasks necessary for this certification. Once the online modules and tasks are complete, the trainer will send the sign-off sheet to NMHG Technical Training to assign the final exam (*This entry level certification does not meet the requirement for the 2011 warranty reimbursement program*).

Core Stage:

Certified Service, Master and Elite Technician

Certified Service Technician requires the technician to complete three online fundamental learning modules and one product Learning Path on the TKC. As the technician completes additional Learning Paths and supplement knowledge exams, the technician qualifies for the Master / Elite Stage. (*The core stage certification meets the requirement for the 2011 warranty reimbursement program*).

Advanced Stage:

Certified Trainer

The Certified Trainer certification requirement consists of Master/Elite status, dealer sponsorship and participation in two Train-the-Trainer sessions annually. (*NMHG will wave the Master/Elite requirement in 2010.*) Trainers must achieve this status by January 1, 2011 to maintain their trainer certification.



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Become a CERTECH® Certified Technician

Join a WebEx Overview Session

During the week of January 25th we will be hosting WebEx sessions to showcase a LIVE walk-through of **TKC** and to answer any questions you may have about this new program. The first sessions will focus on the capability of the TKC to help managers guide their staff to higher levels of learning and certification. Subsequent sessions will be geared toward the technician. Check your calendar for availability on any one of the following dates to learn more about **CERTECH®**.

WebEx invitations will go out to all dealers early next week.

Monday, January 25	9:00 am Eastern Time (Managers / Trainers)
Tuesday, January 26	1:00 pm Eastern Time (Managers / Trainers)
Wednesday, January 27	9:00 am Eastern Time
Thursday, January 28	1:00 pm Eastern Time

The new comprehensive Hyster **CERTECH®** program is designed for your technicians to follow throughout their careers. These programs will keep your technicians abreast of changing technologies and product updates. **CERTECH®** allows technicians to continue their learning and enhance their skills at their own pace while continually improving their value to their dealership and the entire Hyster organization.

Best regards,

Jim Bladel
Manager, Technical Training

Map Your Path to Success



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