

Hub INDIA



Volvo Construction Equipment

Customer Center Overview

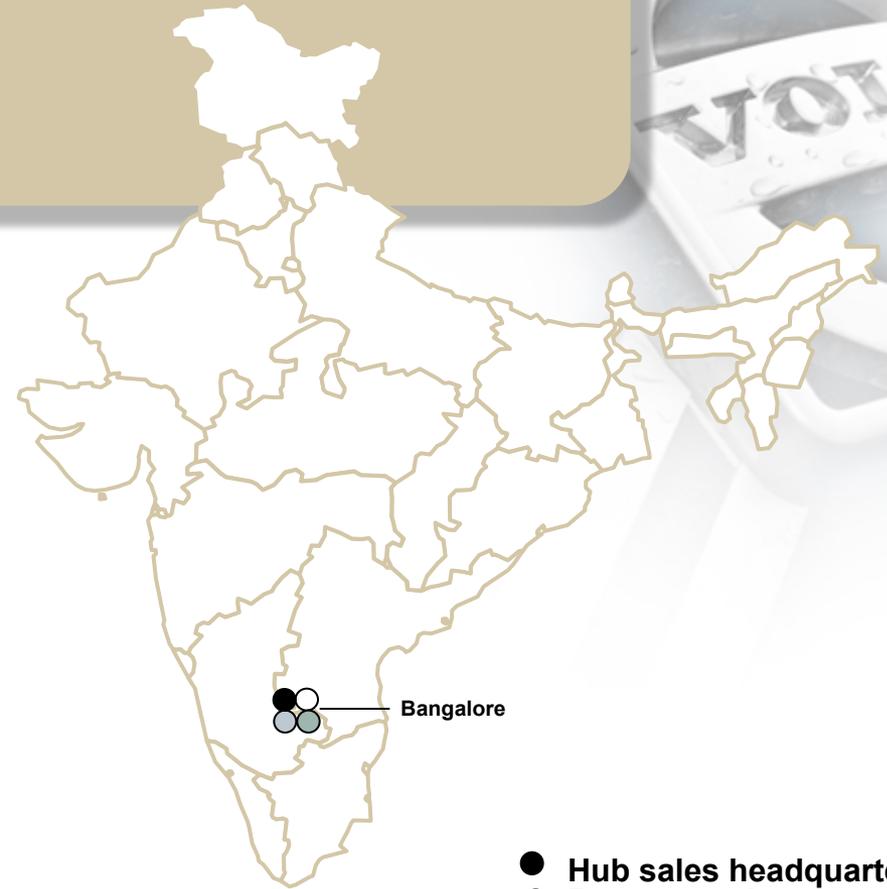
1 1 november 2016



Hub INDIA

**Sales headquarters,
demonstration center and
production facility in Bangalore.**

Employees: Sales Region: ±94



Dealer network Hub India



15 Exclusive Dealers

Volvo C E – India: Customer Center



Volvo CE – State of art – CUSTOMER CENTER

Indian C E industry growth boom

Operators and technicians fully trained to yield best maintenance practice?

Do you have structured training program?

India CE industry geared up to tap the talent?

You've invested on an equipment, but are your operators prepared for the challenge?

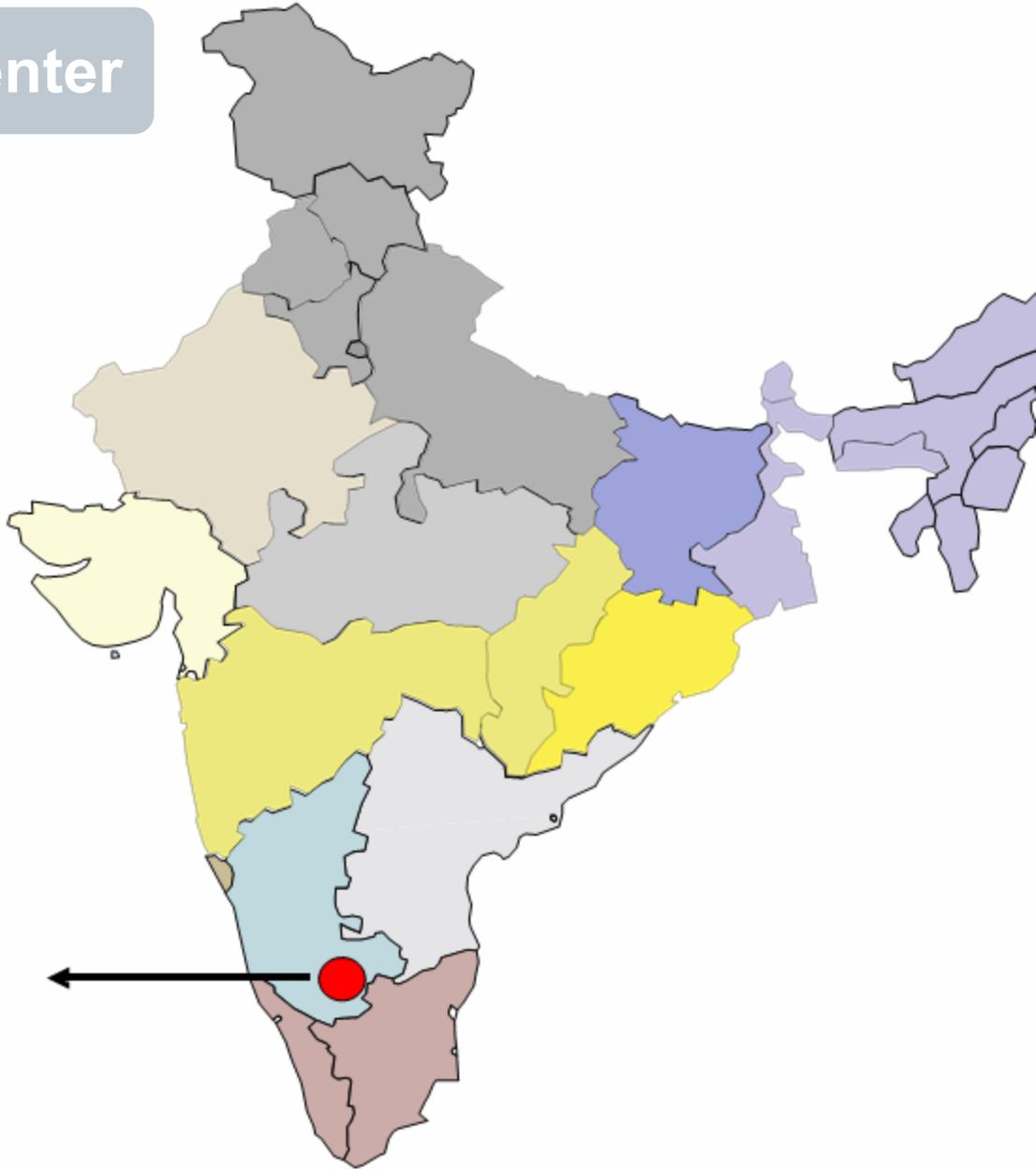
Partnering with customers / Institutions to enhance skills

Do you have enough competency & skilled people to reduce operating costs ?

How can one optimize knowledge through Technical and Operator Training!

Volvo Customer Center: State-Of-Art training facilities

Volvo CE – Customer Center



Distance from Bangalore city	60 kilometers
Built in area	1600 Sq Meters
Total Landscape	14 acres
Office Staff	06
Classroom (3 #)	90
Grand stand	150



Customer Center

Vision

- To be acknowledged as a Center of Excellence in the Construction Equipment Industry for imparting world – class Technical & Operator Training with passion & dedication adhering to Volvo corporate values of Quality, Safety & Care for Environment

Mission

- Strive for Excellence through continuous Skill and Competence Development by imparting seamless, sustainable, unique and effective training and delivering measurable values to upgrade human resource

Volvo CE – Customer Center

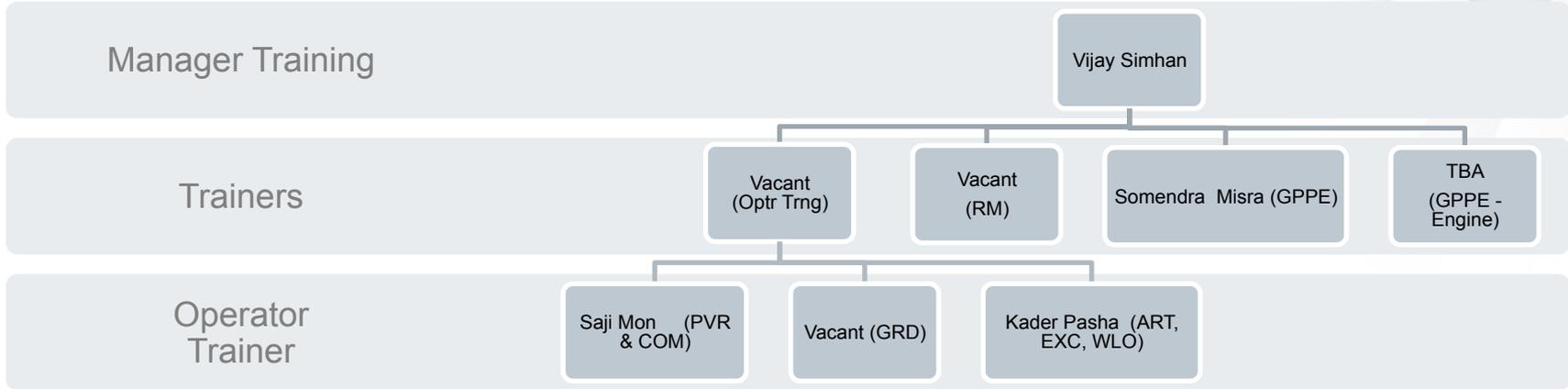
Create unique customer experience

Establish a world-class center for operation, maintenance & general skills

Add value to human resources at Volvo, Dealer Network and Customers

Develop operator skills through Operator Training Program (OTP)

Training – Volvo C E



Facilities – Customer Center



Facilities – Customer Center

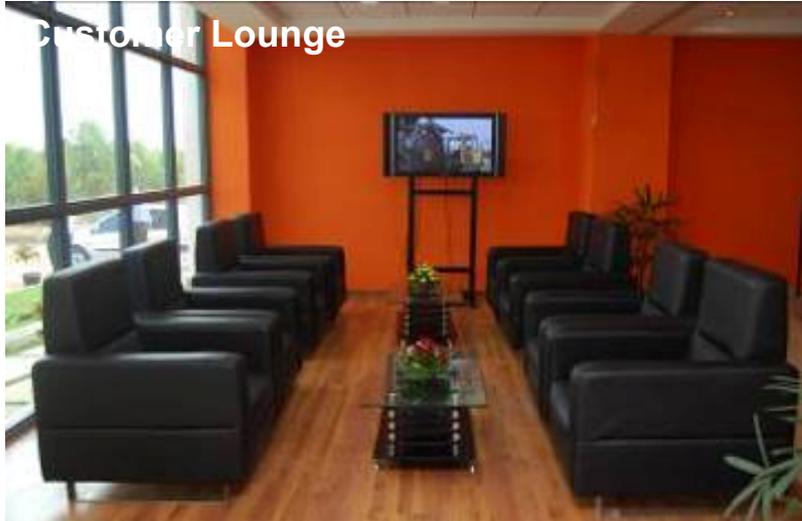
Simulator - EXC



Simulator – ART / WLO



Facilities – Customer Center



Facilities – Customer Center

Grand Stand – VIP Lounge



Grand Stand



Machine demo



Facilities – Customer Center



Customer Center – What we do

Activities

Major conference – Volvo India

Induction program – Volvo Way

Volvo branded merchandise

Customer Days / Dealer Days

Customer Visits – Retail & Key Account

Current offering

Operator training program

Delivery process training

Equipment - Sales & Product training

Technical & Maintenance training

Soft skills training

Operator training – Course Highlights

Day 1

- Welcome & introductions
- Volvo history
- Pre – Training evaluation

Session 1

- Basic features of hydraulic excavators
- Component identification and machine specifications
- Walk-around inspections & daily check-ups

Session 2

- Safety in machine operations
- Daily and periodical maintenance practices
- Wrap-up – Q & A sessions, activity for next day



Operator training – Course Highlights

Day 2

- Machine – Application techniques
- Machine – Best practices

Seession 1

- Dos' & Don'ts' – Equipment operations
- Equipment familiarization – Simulator training
- Advanced electronics systems familiarization

Seession 2

- Equipment specific starting & stopping operations
- Cabin controls & modes
- Wrap-up – Q & A secessions, activity for next day



Operator training – Course Highlights

Day 3

- Machine HOTS – Hands-On & operation
- Machine HOTS – Hands-On & operation
- Wrap-up – Q & A secessions, activity for next day

Day 4

- Machine HOTS – Hands-On & operation
- Machine HOTS – Hands-On & operation
- Wrap-up – Q & A secessions, activity for next day

Day 5

- Machine HOTS – Hands-On & operation
- Post – Training evaluation
- Certification



Operator training – Simulator



Features

- Safe operator training
- Proactive training in unpredictable situations
- Minimal distractions in classroom environment
- Less risk for personnel or machines Vs real life operating
- Advanced 3D graphics, hydraulically controlled platform
- Fast and efficient learning – Operator skill enhancement
- Better production techniques



Benefits

- Cost savings
- Better fuel consumption
- Minimal machine damage and wear
- Reduced training supervision
- Basic to complex skill sets
- Minimal need of production machines for training
- Powerful real-time simulation with latest animation technology



Simulator training – Applications

Basic to complex machine maneuvering

Fragile goods handling

Forks or lift arm for materials handling

Traditional earth moving

Truck loading



Operator training

Designed to meet specific customer requirements

Your location OR our location, OR

Your equipment OR our equipment

Standardized, objective & quantitative assessments

Volvo certified trainers



Help
business
maintain
consistency

Evaluate
employee
performance

Volvo
certified
operator

Operator training

Customer operator
Training

Dealer – Delivery
process training

Site training
Customer

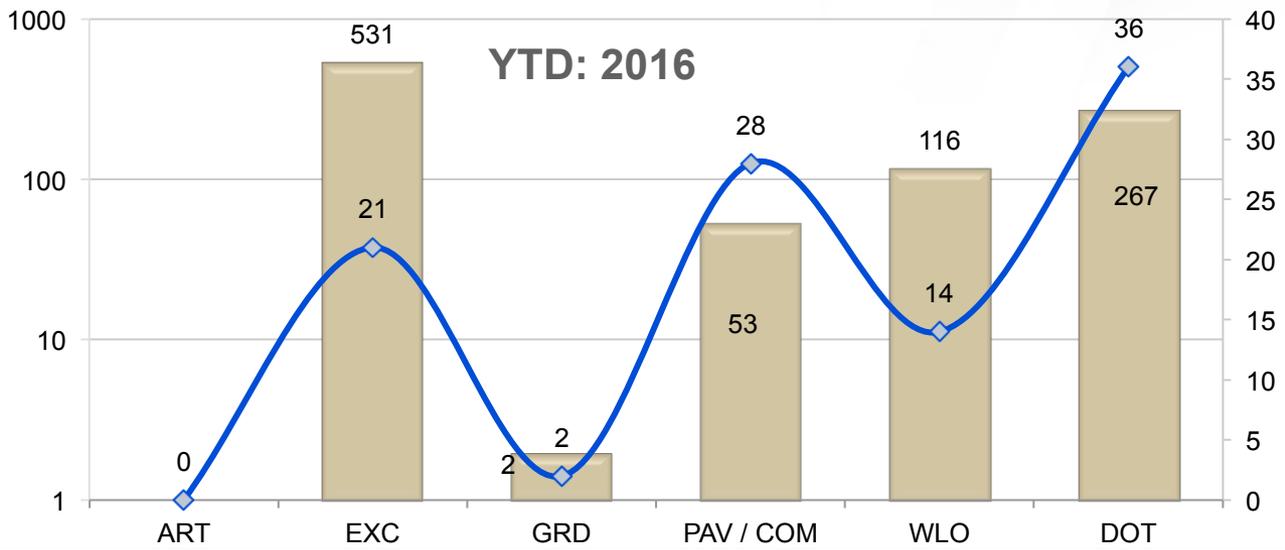
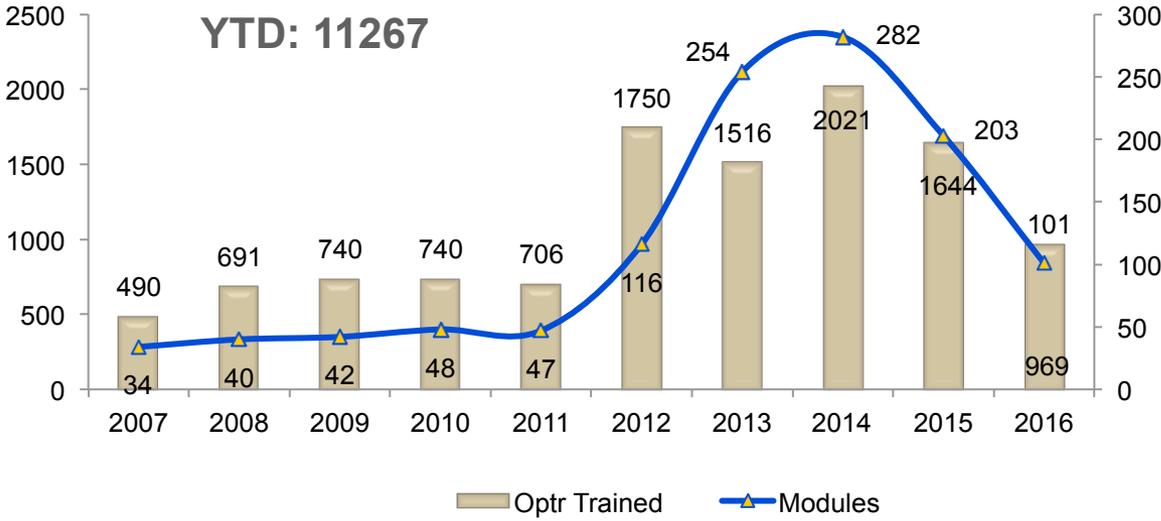
Dealer
Site training

Equipment specific
customized training

Skill India:
RPL & Jr. Optr Courses

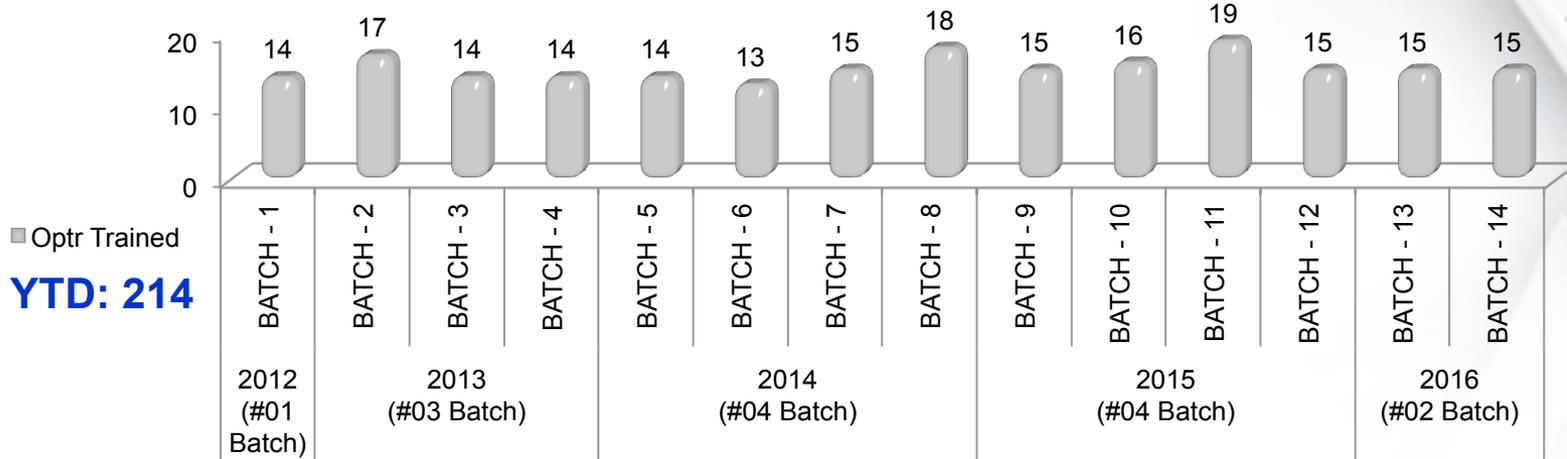
Volvo CSR Activity
GMR-VF (DEL & HYD)
#02 Centers

Operator training

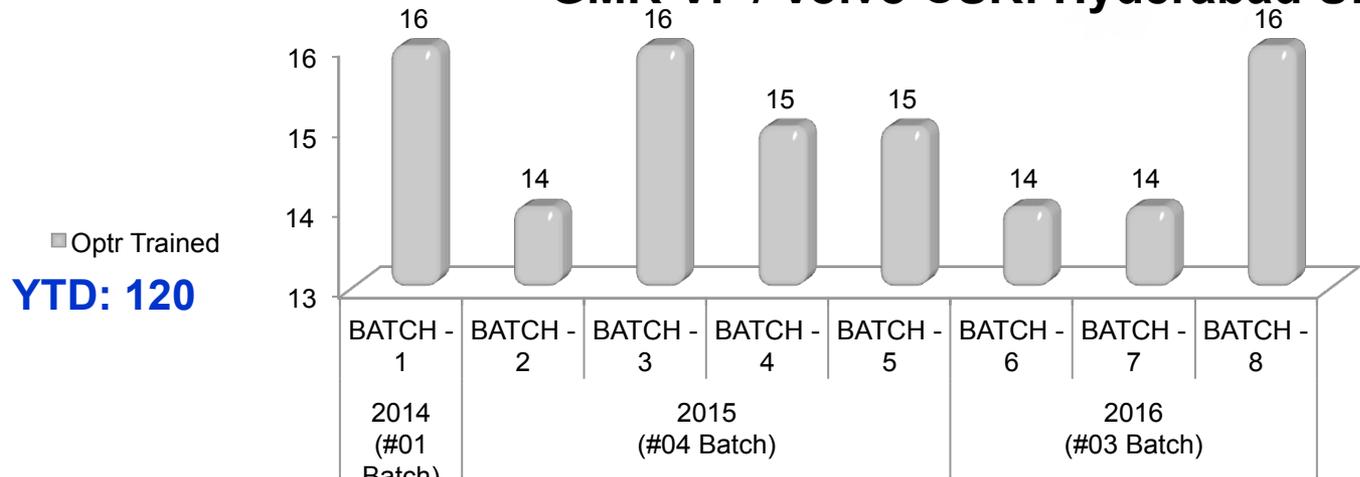


Operator training, GMR-VF

GMR-VF / Volvo CSR: Hyderabad Unit



GMR-VF / Volvo CSR: Hyderabad Unit



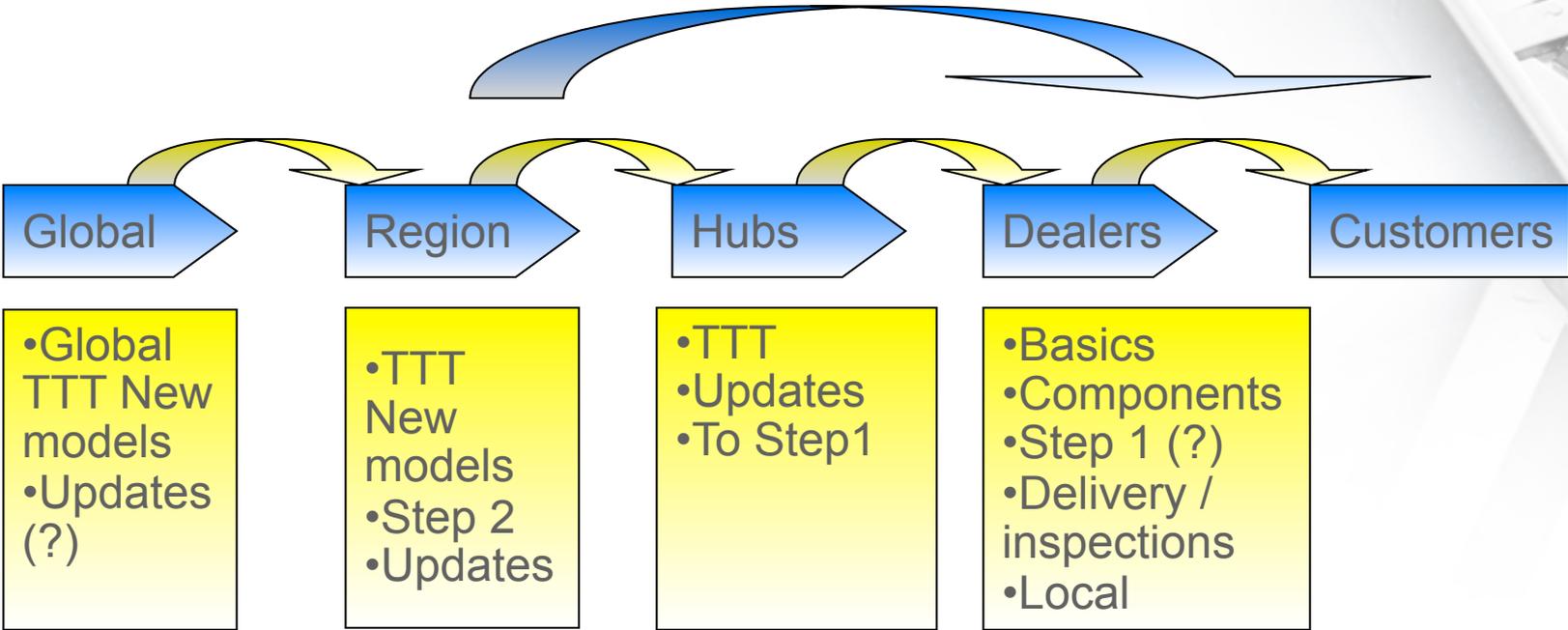
Operator training: Skill India Initiative

- **Volvo is part of working group of IESC**
- **Volvo is a registered Training Partner (TP) with IESC since OCT2015**
- **To date #03 RPL courses conducted (#03EXC & #01 WLO)**
- **#32 Operators trained and certified by IESC**
- **GMR-VF Hyderabad Unit is almost certified as TP, DEL Unit in process - #02**

Trainers

- **Conduct Jr. Optr EXC - Courses**
- **Volvo has #02 Master Trainers**
 - **RPL for EXC & WLO – PVR Certification for Sajimon – 07SEP16**
 - **Mechanics Trainings – Somendra Misra Certification 06SEP16**

TCL – path to competency



COMPASS → Volvo CE Learning Center



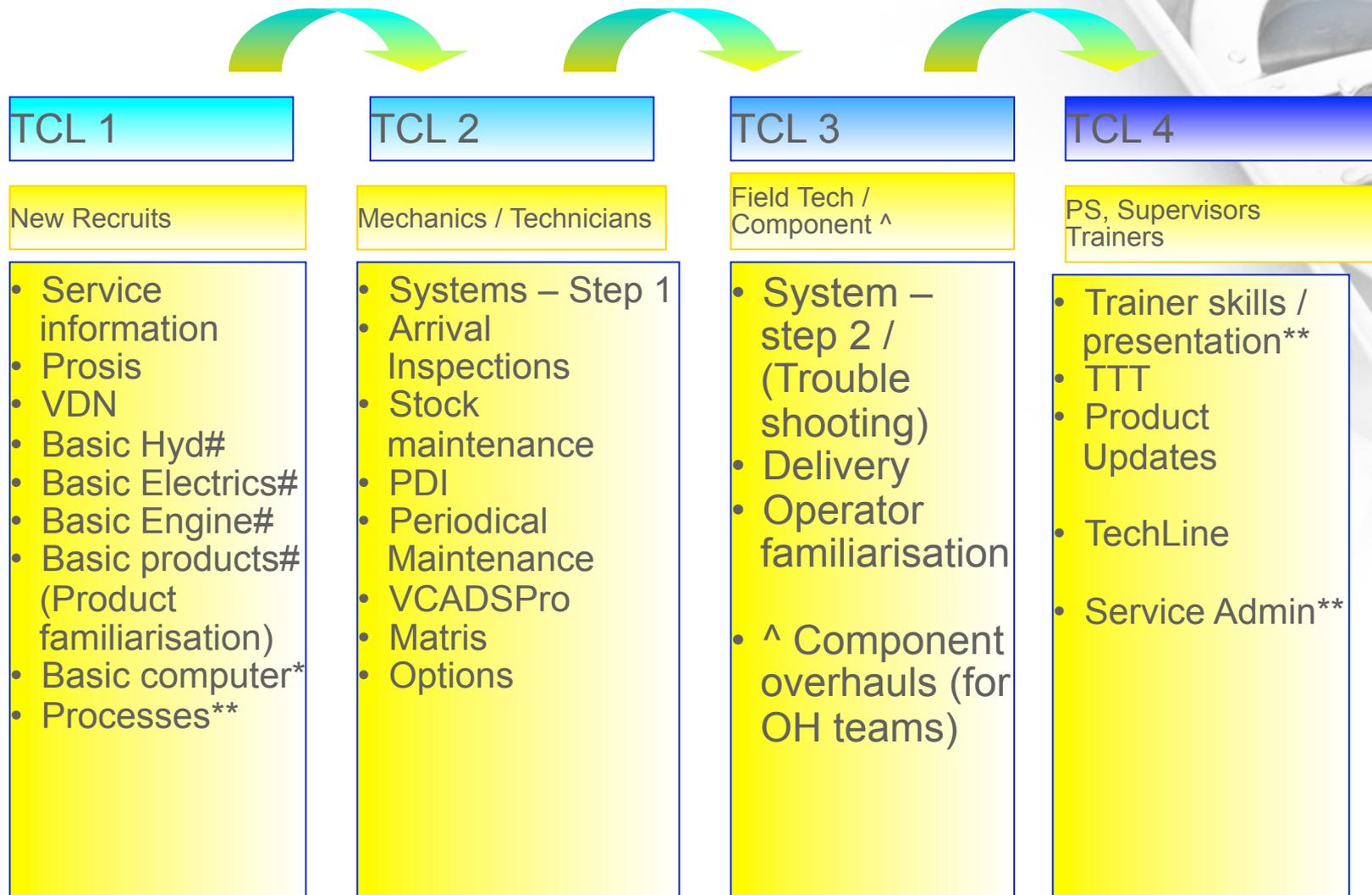
Technical Competence Level – growth platform

- 4 levels
- Curriculum for each
- TCL mapping and training needs analysis for every servicemen
- Training calendar

Importance Of TCL

- Tool to measure technical competence
- Measure for technical gradation
- Right person for right job
- Bringing a sense of responsibility in an individual
- Optimum result from the available resources
- Good measuring tool to decide remuneration
- Motivation to better performance
- Achieve better customer satisfaction
- Better % of repeat orders
- Improve service revenue
- Profitable growth for dealership
- Overall improvement in market share

Technical Competence Level



Completed the course to reach the level. # Mandatory. * As required. ** Local /Dealer's processes

CORE group

- TCL 4: Product Specialists, Trainers.
- TCL 3
 - Senior Field service personnel – “1-trip-fix-problem” class
 - Machine delivery personnel
 - Supervisors / senior servicemen – workshop, component overhauls

Non-Core group

- TCL2 – Other servicemen – maintenance, general repairs like transmission / engine replacements etc., hub repairs, on-site repairs
- TCL 1 / 0 – Helpers, semi-skilled, new recruits, trainees, apprentices, etc