

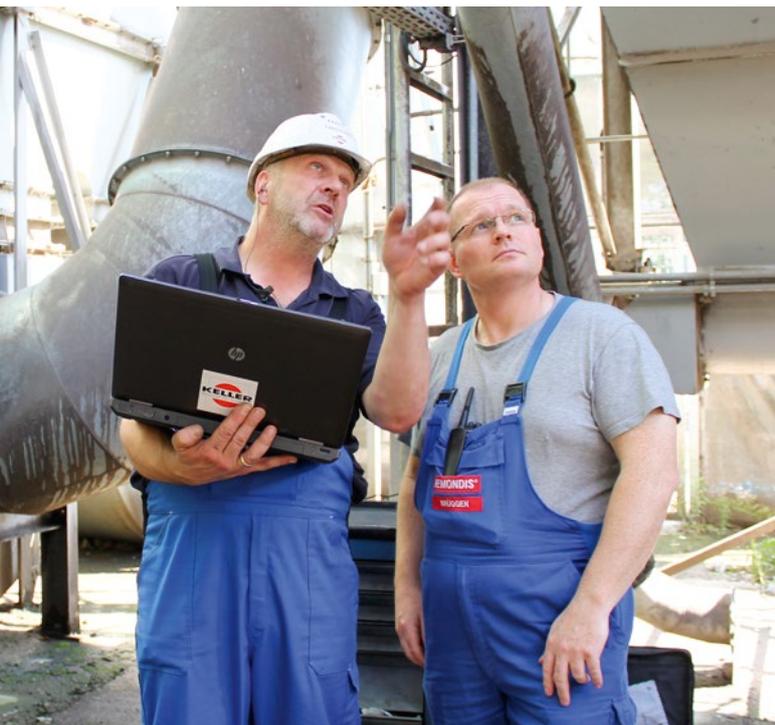
Keller offers convenient on-site customer training

Extraction systems are system critical for many manufacturing processes. Well-trained employees are essential for the trouble-free operation of these systems. With individually designed training courses at the operator's site, Keller Lufttechnik offers a hands-on, simplified training program that is convincing.

"Our customers previously sent their maintenance specialists to Kirchheim/Teck for training," reports Martin Kirschmann, Team Leader of Service Sales at Keller Lufttechnik. "An entire day was dedicated to information about the professional maintenance of specific extraction systems: coolant and oil mist separators, dry separators or wet scrubbers". The circumstances have changed whereby Keller specialists will now perform training almost entirely at the customer's site.

Individual and hands-on training

The advantages for the customers are easily perceived: "The training is much more hands-on and relates specifically to the systems and conditions on site," explains Jochen Binsch, who coordinates the on-site visits of the service technicians as a team leader. "As a rule, both plant operators and maintenance staff operating the extraction systems participate in the training and are expressly instructed on all relevant handling topics. Previously, companies relied on those who had attended the training at Keller to relay their knowledge to their team, which did not always work out as expected."



The on-site customer training is practice oriented and relates specifically to the facilities and conditions in each company.

Combining inspection with training

The Keller service technician who customarily visits the customer at regular maintenance intervals and who is well acquainted with the company, its personnel, and facilities, will frequently perform such training in combination with his inspection assignment - a beneficial synergistic outcome. If, in addition to practical experience, the training must also focus on legal regulations or the concept of separation technology, he is accompanied by another expert from the Keller headquarters. If peripheral systems, such as extinguishing systems are an additional requirement, a specialist from the corresponding manufacturer will accompany him.

Scheduling training modules

This means, "In coordination with us, operators of Keller extraction systems can easily put together the individual training program that is appropriate for them," adds Jochen Binsch. "We are pleased to educate customers and provide our expertise. One recommendation of the training experts is that companies not schedule more than ten participants for any one training course. If more people require training, it is advisable to split them into groups and adapt the schedule accordingly. In the event of a staff turnover, it makes sense to repeat the training, say the experts. "Despite a careful handover, much more knowledge is frequently lost than supervisors may be aware," says Martin Kirschmann.

An investment in production safety

Well-trained employees are a worthwhile investment. In many companies, the extraction process is system critical. Once it is out of order, the entire production process comes to a halt. Knowledgeable employees who know their way around can often prevent such failures or quickly initiate corrective measures.

Positive feedback on the on-site training offer

Many operators and key individuals responsible for extraction systems have understood the importance of such training courses for a smooth operation. As a result, Kirschmann and Binsch have garnered a lot of positive feedback for their on-site training concept: "Our customers appreciate the customized practical relevance of their training, as well as the possibility of having a larger number of employees trained simultaneously without the travel time and its associated costs," they conclude. <

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