



AJAX FIORI TRAINING CENTRE

In order to meet the training needs and to bridge knowledge gap of the industry, **AJAX FIORI** provides a versatile approach to learning which is based on industry needs and lays emphasis on hands-on training. These training programs are targeted towards the Service Engineers, Middle management, Supervisors and other personnel in the functions of Production, Engineering, Sales, and Marketing.

AJAX FIORI has developed a new series of training programs specifically for the Service Engineers dealing with **AJAX FIORI** manufactured Self-Loading Mobile Concrete Mixers, batching plants, concrete pumps, site dumpers; you will find targeted courses to assist you in executing your strategies. For the fresher's-Service engineers & GAT's, we have developed new extended training programs and integrated training solutions.

You can find more details about these offerings through the following:

The End Users Training calendar for the year 2018 is shared below.

S-A- Means South A Region-

S-B- Means South B region

E- Means East Region

W- Means West Region

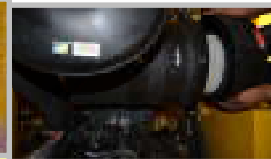
N- Means North Region

C- Means Central Region

HQ Means Headquarter Bengaluru (SLCM/CP-Doddaballapur, BP/TM- Gowribidanur)

Note: All Departments are kindly requested to inform the training department, 14 days prior to the training schedule date.

**LEVEL 1 TECHNICAL TRAINING PROGRAM
FOR ALL NEW JOINEES (Excluding SE)**



Program Title	Venue- Bengaluru											
Level-1, Technical Training for all New Joinee-All Products	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 st -week												
2 nd week												
3 rd week			19- 24		21- 26				17- 22			
4 th week							23-28				26- 30	

Course code: AF/SER/TRG/NJ-01	Participant eligibility: ITI/Diploma/BE- B-Tech	No of participants: Maximum- 10	Fees: No fees
Duration of course: 6 days theory & 24 days plant/site		Note: Based on the requirement of the participants, the duration of the course are likely to vary.	

This course provides participants with the basic training on our company’s objectives, vision, mission, Quality policy, and Environmental policy. Components introduction, types of products manufactured at AJAX FIORI, technical specification with working of all individual components, market segment. Site visit on SLCM, batching plants and concrete pumps.

Participants attending this 48-200 hour course will gain the knowledge necessary for understanding the product technical specification along with its working parameters.

COURSE PRESENTATION

The course format consists of a mixture of lecture, PowerPoint presentations, related material handouts, dialogue between facilitator and participant, hands-on demonstration, and video.

COURSE OBJECTIVES

- On completion of the course, participants will be able to**
- Understand the company’s vision, mission, and Service department objectives with targets. (GAT’s)
 - Company objective with Quality and environment policy (GAT’s)
 - **ISO** List of process and standard operating procedure which are all applicable for their respective department along with list of formats and requirement as per ISO 9001:14001 (GAT’s)
 - Identification of various components manufactured at AJAX FIORI. (GAT’s)
 - Working principle of all components along with its technical specification. (Sales & Marketing) & (GAT’s)
 - Understand the Operation of SLCM with recommended practice and safety. (Sales & Marketing) & (GAT’s)
 - Do’s and Don’ts on the SLCM before performing any kind of work.(Sales & Marketing) & (GAT’s)

- Basic Electrical and Hydraulic schematic diagram with working of each individual component. (Sales & Marketing) & (GAT's)
- Understand OEMs recommended routine maintenance tasks. (Sales & Marketing) & (GAT's)
- Understand Pre-commissioning and commissioning procedure. (Sales & Marketing) & (GAT's)
- Recognize faulty/worn components. (Parts & Purchase) & (GAT's)
- Uses of appropriate hand tools and use them correctly and safely. (parts & Purchase) & (GAT's)
- Identify basic faults and Adopt a logical approach to fault finding. (Sales & Marketing) & (GAT's)
- Understand & learn programming and calibration of Digital Read out unit/Concrete Batch controller (ARGO-SLCM) (Sales & Marketing) & (GAT's)
- Provide necessary information to the customers on stocking the material to get the maximum output from our products. (Sales & Marketing) & (GAT's)
- understanding about the fast moving spares item to be stoked.(Sales , marketing & parts & Purchase) & (GAT's)
- Learn, how to read parts catalogue (Sales , marketing & parts & Purchase) & (GAT's)
- Read and order parts from the spare parts catalogue. (Sales , marketing & Parts & Purchase) & (GAT's)

Evaluation:

Participant will be issued a questionnaire of 100 to 200 marks, from that they have to score at least 50% to get pass.

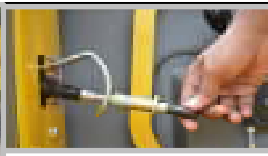
In the event of failure:

Should the candidate fail the practical test, he is allowed a second try. For this to happen, the training department will have a bilateral discussion for him to repeat the hours of practical training, and to define in the light of the shortcomings the time needed to reach the requisite level before re-taking the test.

Feed Back:

Feedback is an essential part of training is concerned and this will enable the training department to understand the areas in which they are doing well and what they can do to improve and progress. The HR Department will carry out feedback; this feedback will be confidential and finally it will be summarized to improve the training methods by identifying the gaps in training session.

**LEVEL 1- TECHNICAL TRAINING PROGRAM
FOR AJAX FIORI/DEALER SERVICE
ENGINEER (FRESHER'S)**



Program Title	Venue- Regions All over India											
Level 1- Technical Training for AF /Dealer Service Engineer Fresher's 1 st -week 2 nd week 3 rd week 4 th week	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
				2-6 N	2-4 N/S-A	5-9 C	4-6 E	1-3 N/S-A		3-5 N/S-A		4-8 S-A/E
		8-10 E		9-14 E/W			10-14 S-B	9-14 W	11-14 C	9-13 S-B/E	13-17 W	11-14 S-B/C
	19-21 S-A		19-21 C		22-26 W							
	29-31 S-A/E											

Course code: AF/SER/TRG/SE-01	Participant eligibility : ITI/DME/BE- B-Tech	No of participants: Maximum- 10	N- North, S-A- South A S-B- South B E- East	W-West C-Central HQ-Bengaluru
Duration of course: 6 days Theory. 84 days at place of posting-Plant/Site.				

This course provides service Engineers with the basic skills necessary to perform Installation and commissioning. These tasks includes of Basic Training on Engines, Hydraulics, Electrical, Component identification of all products, Maintenance of products. NEPI (New Equipment Performance Inspection) services, Paid Services and troubleshooting.

Participants attending this 720-hour course will gain the knowledge necessary for trouble free operation of AJAX FIORI SLCM. They will be provided the necessary knowledge and information for performing commissioning and warranty services.

COURSE PRESENTATION

The course format consists of a mixture of lecture, PowerPoint presentations, related material handouts, dialogue between facilitator and participant, hands-on demonstration, and video.

COURSE OBJECTIVES

On completion of the course, participants will be able to

- Understand the company's vision, mission and Service department objectives with targets.
- Company objective with Quality and environment policy
- ISO List of process and standard operating procedure which are all applicable for Service along with list of formats and requirement as per ISO 9001:14001
- Identification of various components manufactured at AJAX FIORI.
- Working principle of all components along with its technical specification.
- Operate the SLCM with recommended practice and safety.

- Do's and Don'ts on the SLCM before performing any kind of work.
- Reading Electrical and Hydraulic schematic diagram with working of each individual component.
- Understand OEMs recommended routine maintenance tasks.
- Pre-commissioning and commissioning procedure.
- Recognize worn components.
- Uses of appropriate hand tools and use them correctly and safely.
- Identify basic faults and Adopt a logical approach to fault finding.
- Field Service Report writing
- To insist and train the operator on machine operation and routine maintenance.
- Explain customer on AJAX FIORI warranty Terms and Condition during the period of commissioning.
- Teach the operator on programming and calibration of Digital Read out unit/Concrete Batch controller (ARGO-SLCM)
- Provide necessary information to the customers on stocking the material to get the maximum output from our products.
- Informing the customer about the fast moving spares items required for stoke.
- Teach customer or other responsible person, how to read parts catalogue and how to order parts.
- Reading Electrical and hydraulic schematic circuit and functional working of all electrical and hydraulic components.
- Select appropriate hand tools and use them correctly and safely.
- Recognize faulty/worn components and Identify basic faults and Adopt a logical approach to fault finding.
- All Hydraulic pumps pressure testing procedure and identify the working pressure of all pumps with Do's and Don'ts during the testing period.
- Disassemble and assemble of Rexroth, HP, Dowty, and water pump seal kit replacement from the machine.
- Engine sump gasket replacement with dismantling and mounting procedure.
- Two speed gear box disassemble and assemble with appropriate care and safety.
- Hydraulic cylinders seal kit replacement, steering cylinder DANA/COMER seal kit replacement with safety procedure along with do's and Don'ts.
- ARGO-SLCM Electrical trouble shooting and procedure for performing the test.
- Wheel hub seal kit replacements of DANA/COMER with appropriate safety and care while performing this job.
- Report writing/ Internal report writing procedure, making TSIR for warranty.

Evaluation:

Participant will be issued a questionnaire of 200 marks, from that they have to score at least 60% to get pass and if in case they fail to achieve the pass percentage they will be sent to site on 90 days under observation and again they will be asked to write retest in their respective region/area in order to stay in the organization.

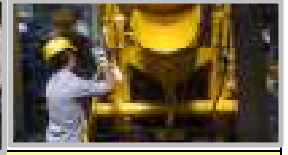
In the event of failure:

Should the candidate fail the practical test, he is allowed a second try. For this to happen, we will have a bilateral discussion for him to repeat the hours of practical training, and to define in the light of the shortcomings the time needed to reach the requisite level before re-taking the test.

Feed Back:

Feedback is an essential part of training is concerned and this will enable the training department to understand the areas in which they are doing well and what they can do to improve and progress. Feedback will be carried out by the HR Department; this feedback will be confidential and finally it will be summarized to improve the training methods by identifying the gaps in training session.

LEVEL 2-TECHNICAL TRAINING PROGRAM FOR EXPERIENCED SERVICE ENGINEER(MIN 3 MONTHS FIELD EXP)



Program Title		Venue- Doddaballapur-Bangalore											
Level 2-Technical Training for Service Engineer (min 3 months field Experience)		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1st-week							4-12 BP/CP -HQ			3-8 SLCM- HQ			
2nd week									9-17 BP/CP -HQ				
3rd week					16-20 SLCM- HQ	14-18 SLCM- HQ		16-20 SLCM- HQ				19-24 SLCM- HQ	
4th week				26-31 BP-HQ							22-30 BP?CP -HQ		
Course code: AF/SER/TRG/SE-02	Participant eligibility : At least 3 months field experience as Service Engineer	No of participants: Maximum-10						N- North, S-A- South A S-B- South B E- East			W-West C-Central HQ-Bengaluru		
Duration of course: 6 days	BP-Batching Plant, SLCM- Self Loading Concrete Mixer, CP-Concrete Pump												

This course provides service Engineers with the basic skills to understand personal & machine safety, system operation ,perform troubleshooting, testing & adjusting, read & understand hydraulic & electrical circuit, Tare, Calibrate, operate & troubleshoot DRO/CBC, Troubleshoot hydraulic & electrical system. Participants will be taken to shop floor for practical explanation.

Participants attending this 48 hour course will gain the knowledge necessary for testing adjusting & troubleshooting. The Emphasis being on development of advance technical skills within the context of safe working practices.

COURSE PRESENTATION

The course format consists of a mixture of lecture, PowerPoint presentations, related material handouts, dialogue between facilitator and participant, hands-on demonstration, and video.

COURSE OBJECTIVES

On completion of the course, participants will be able to

- Reading Electrical and hydraulic schematic circuit and functional working of all electrical and hydraulic components.
- Select appropriate hand tools and use them correctly and safely.
- Recognize faulty/worn components and Identify basic faults and Adopt a logical approach to fault finding.
- All Hydraulic pumps pressure testing procedure and identify the working pressure of all pumps with Do's and Don'ts during the testing period.

- Understand system operations of the various systems of the machine.
- Engine basic trouble shooting & diagnostic approach during trouble shooting.
- Electrical trouble shooting using electrical circuit and procedure for performing the test.
- Report writing/ Internal report writing procedure, making TSIR for warranty.

Evaluation:

Participant will be issued a questionnaire of 100 marks, from that they have to score at least 60% to get pass.

In the event of failure:

Should the candidate fail the practical test, he is allowed a second try. For this to happen, we will have a bilateral discussion for him to repeat the hours of practical training, and to define in the light of the shortcomings the time needed to reach the requisite level before re-taking the test.

Feed Back:

Feedback is an essential part of training is concerned and this will enable the training department to understand the areas in which they are doing well and what they can do to improve and progress. Feedback will be carried out by the HR Department; this feedback will be confidential and finally it will be summarized to improve the training methods by identifying the gaps in training session.

LEVEL 3 -TECHNICAL TRAINING PROGRAM FOR AJAX FIORI SERVICE ENGINEER (2+yrs as AF SE)



Program Title	Venue- Doddaballapur-Bangalore												
Level 3 -Advanced level- Technical Training for AF Service Engineer (1+ yrs. @ Ajax Fiori) 1 st -week 2 nd week 3 rd week 4 th week	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
													10-15 SLCM-HQ
							18-23 SLCM-HQ						

Course code: AF/SER/TRG/SE-03	Participant eligibility : At least 2 yrs.' experience as AF-Service Engineer	No of participants: Maximum- 10	N- North, S-A- South A S-B- South B E- East	W-West C-Central HQ-Bengaluru
Duration of course: 5 days	BP-Batching Plant, SLCM- Self Loading Concrete Mixer, CP-Concrete Pump			

This course provides Senior Service Engineers with the advanced skills to perform the repair work of whole axle COMER; this includes repair and restore of two speed gear box, Internal brake disc, central housing and planetary gears at wheel hub. By Using special tools for testing and inspection. Repair and restore of Drum reduction gearbox internal components.

Participants attending this 48 hour course will gain the knowledge necessary for repairing, restoring the critical components. The Emphasis being on development of advance technical skills within the context of safe working practices.

COURSE PRESENTATION

The course format consists of a mixture of lecture, PowerPoint presentations, related material handouts, dialogue between facilitator and participant, hands-on demonstration, and video.

COURSE OBJECTIVES

On completion of the course, participants will be able to

- Dismantle the complete axle and identify the failure/worn components with appropriate safety procedure
- Reconditioning the axle with standard procedure with appropriate dimension
- Two speed gear box disassemble & Assemble with identifying failure/worn components, with standard torque and setting,

inspection of backlash of gears.

- Brake disc disassemble and assemble with identifying failure/worn components with standard tolerance.
- Drum gear box disassemble and assemble with identifying failure/worn components within safety context.
- Wheel hub planetary gears disassemble and assemble with identifying failure/worn components.
- Disassemble & assemble water pump and its motor.
- O-ring replacement of steering unit.
- Disassemble & assemble hydraulic cylinders.
- Communication skills with customer handling.

Evaluation:

Participant will be issued a questionnaire of 100 marks, from that they have to score at least 50% to get pass.

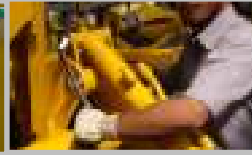
In the event of failure:

Should the candidate fail the practical test, he is allowed a second try. For this to happen, we will have a bilateral discussion for him to repeat the hours of practical training, and to define in the light of the shortcomings the time needed to reach the requisite level before re-taking the test.

Feed Back:

Feedback is an essential part of training is concerned and this will enable the training department to understand the areas in which they are doing well and what they can do to improve and progress. Feedback will be carried out by the HR Department; this feedback will be confidential and finally it will be summarized to improve the training methods by identifying the gaps in training session.

LEVEL 2A-HYDRAULICS, ELECTRICALS & TRANSMISSION TECHNICAL TRAINING FOR SERVICE ENGINEERS



Program Title	Venue-Regional office											
Level-2A Hydraulics, Electricals & Transmission Training for Service Engineers	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 st -week								6 th N				
2 nd week						8 th C-Bhopal	13 th S-B	11 th W		13 th S-A/E		
3 rd week									14 th C- Raipur		17 th W	
4 th week												

Course code: AF/SER/TRG/SE-04	Participant eligibility : At least 1 yrs.' experience as Service Engineer	No of participants: Maximum-15	N- North, S-A- South A S-B- South B E- East	W-West C-Central HQ-Bengaluru
---	---	--	--	-------------------------------------

Duration of course: 1 day

This course provides a refresher training for service engineers in hydraulic circuits, electrical circuits, troubleshooting, New modifications on machines, discussion on field issues & resolution. Service & warranty reporting, failure analysis.

Participants attending this 8 hour course will refresh the knowledge necessary for troubleshooting and restoring the machine into operation.

The Emphasis being on development of advance technical skills within the context of safe working practices.

COURSE PRESENTATION

The course format consists of a mixture of lecture, PowerPoint presentations, related material handouts, dialogue between facilitator and participant, hands-on demonstration, and video.

COURSE OBJECTIVES

- On completion of the course, participants will be able to**
- Reading Electrical and hydraulic schematic circuit and functional working of all electrical and hydraulic components.
 - Select appropriate hand tools and use them correctly and safely.
 - Recognize faulty/worn components and Identify basic faults and Adopt a logical approach to fault finding.
 - All Hydraulic pumps pressure testing procedure and identify the working pressure of all pumps with Do's and Don'ts

during the testing period.

- ARGO-SLCM Electrical trouble shooting and procedure for performing the test.
- Report writing/ Internal report writing procedure, making TSIR for warranty.
- Handling customer & product issues.

Evaluation:

Participant will be issued a questionnaire of 50 marks, from that they have to score at least 60% to get pass.

In the event of failure:

Should the candidate fail the practical test, he is allowed a second try. For this to happen, we will have a bilateral discussion for him to repeat the hours of practical training, and to define in the light of the shortcomings the time needed to reach the requisite level before re-taking the test.

Feed Back:

Feedback is an essential part of training is concerned and this will enable the training department to understand the areas in which they are doing well and what they can do to improve and progress. The HR. Department will carry out feedback; this feedback will be confidential and finally it will be summarized to improve the training methods by identifying the gaps in training session.

Accommodation:

Hotels/Lodges with reasonable tariff are available in Doddaballapur town area, which is approximately 5Km from our factory.

Important

Participants should come with safety or leather shoes and Formal Dress is compulsory.

Participants should submit the enrollment form along with a passport size photograph and report at the Training Center on time

For any further assistance, please contact:

MR.HARIHARAN .M (Sr.Manager Technical Training) +91 9663004053

MR.V.VENKATESHAN (DGM- Service) +91 9880030628

Objective of the training is familiarization with our products, assembly procedures, machine troubleshooting and rectification.

We provide all participants with a complete satisfaction guarantee. The Ajax Fiori motto is that you, our valued customer, must be completely satisfied always.

Eligibility

Participants attending level 1, level 2 & Level 3 technical training program should have light duty 4 wheeler driving license or heavy duty driving license.

**SALES TRAINING FOR AJAX FIORI & DEALER
SALES ENGINEERS**



Program Title	Venue- Regions All over India											
Sales Training for Ajax Fiori & dealer sales Engineer.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 st -week												
2 nd week	11-12 E						9- 14 N/C	9-14 S-B/E				
3 rd week	16-17- N						17 - 20 S-A/W					
4 th week	19-24 C/S-A											

Course code: AF/SER/TRG/SA-01	Participant eligibility : At least 1 yrs.' experience as Sales Engineer	No of participants: Maximum-15	N- North, S-A- South A S-B- South B E- East	W-West C-Central HQ-Bengaluru
Duration of course: 5days	BP-Batching Plant, SLCM- Self Loading Concrete Mixer, CP-Concrete Pump			

This course provides sales Engineers with the basic skills to understand safety, Sales process, sales techniques, sales skills, machine operating controls, features and benefits of Ajax Fiori products and its general specifications, component identification & functions, Introduction to concrete technology and solutions.

Participants attending this 40 hour course will gain product knowledge and selling skills.

COURSE PRESENTATION

The course format consists of a mixture of lecture, PowerPoint presentations, related material handouts, interaction between facilitator and participant, hands-on demonstration, and video.

COURSE OBJECTIVES

On completion of the course, participants will be able to

- Understand safety decals on Ajax fiori machines and safety personal protective equipment,
- Identify components its location & function.
- Understand operating controls, operation & maintenance aspects of the machine.
- General specification of the machines.
- Features and benefits of the machine.
- Outline of system operation comprising Hydraulics, Hydrostatics, Electrical and introduction to concrete.
- Sales documentation, process, techniques & skills.

Evaluation:

Participant will be issued a questionnaire of 50 marks, from that they have to score at least 60% to get pass.

In the event of failure:

Should the candidate fail the practical test, he is allowed a second try. For this to happen, we will have a bilateral discussion for him to repeat the hours of practical training, and to define in the light of the shortcomings the time needed to reach the requisite level before re-taking the test.

Feed Back:

Feedback is an essential part of training is concerned and this will enable the training department to understand the areas in which they are doing well and what they can do to improve and progress. The HR. Department will carry out feedback; this feedback will be confidential and finally it will be summarized to improve the training methods by identifying the gaps in training session.

Accommodation:

Hotels/Lodges with reasonable tariff are available in Doddaballapur town area, which is approximately 5Km from our factory.

Important

Participants should come with safety or leather shoes and Formal Dress is compulsory.

Participants should submit the enrollment form along with a passport size photograph and report at the Training Center on time

For any further assistance, please contact:

MR.HARIHARAN .M (Sr.Manager Technical Training) +91 9663004053

MR.V.VENKATESHAN (DGM- Service) +91 9880030628

Objective of the training is familiarization with our products, Sales Process, techniques and skills. We provide all participants with a complete satisfaction guarantee. The Ajax Fiori motto is that you, our valued customer, must be completely satisfied always.

Eligibility

Ajax- Fiori and Dealer Sales personnel.