

## TRAINING HELD IN SPAIN! (¡CAPACITACIÓN LLEVADO A CABO EN ESPAÑA!)

From the 25th through the 29th of October 2004, Kawasaki Service Training was conducted for the technical staff of the Spanish dealer "Equipos Kent" and their thirteen sub-dealers at the offices of Equipos Kent, in Valencia, Spain.

The total number of training attendees was 20 and Mr. Alvin R. Llewellyn, Assistant Training Manager/Publication Manager of KCM in the U.S.A., gave all the courses in Spanish.

Training took 5 days and the classes were about Chassis Structure, Hydraulic Systems, Brake Systems, Torque Converter & Transmission Systems, and Electrical Systems.

The text was very easy to understand and this was appreciated by the attendees. Also, the attendees studied diligently, were very eager to learn, and everybody received a good score on the final test.



### MR. AL'S COMMENTS:

The students were determined to learn and stayed involved during the entire course. Even with a high student-to-teacher ratio for such a technical class, I saw a big difference in their confidence in their knowledge of our product when comparing what they knew before the course with what they knew after the course. This training was pivotal because it changed how the students saw our product!

Equipos Kent Management told me on the final day that the students said that the course had put them 'ahead 10 years' in their careers.

I was pleased with the results. In my final comments I told the students, "You are professionals, and you now know what to do to support the Kawasaki Loader product. Now go back to your branches with the idea in mind of **making Kawasaki the best**

**supported product in the market, so that Kawasaki Loaders will be the easiest product for your Sales Department to sell."**

I am most grateful to the management of Equipos Kent for their hospitality and for providing such a fine classroom.

Sincerely,

Alvin R. Llewellyn,  
KCM Training