

BAUER Training Center GmbH

Operator Training for the Future

BAUER Maschinen GmbH
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Operator Training for the Future: Overview



1. BAUER Training Center GmbH (BTC)

- Organisation
- BTC Targets

2. Present Situation

- Market Situation
- Training Needs
- Current profile of Bauer instructor
- Example of present way of documentation

3. Future Situation

- Modules of basic training for customer operator
- General positive effects
- Results of new concept for operator and instructor
- Comparison of training concepts

4. Summary

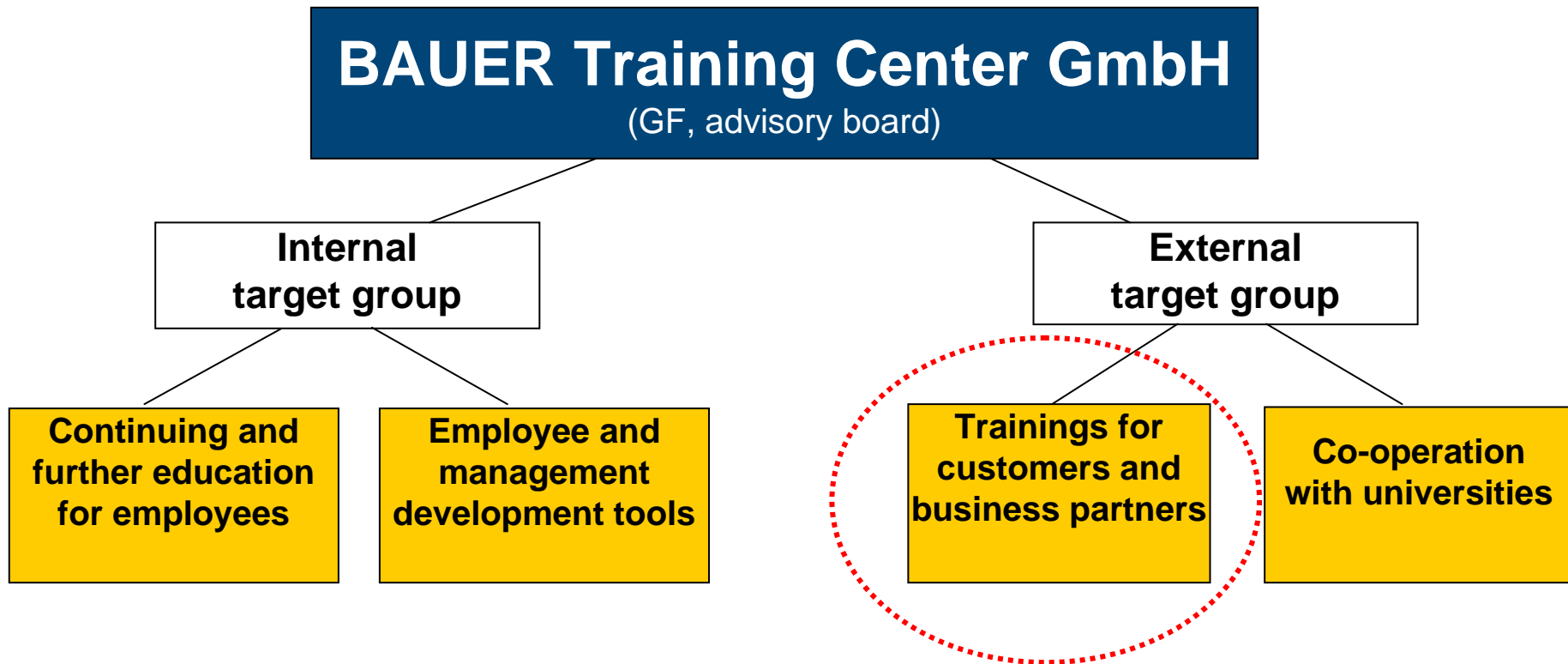
5. Next Steps

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1. BAUER Training Center GmbH: Organisation



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1. BAUER Training Center GmbH: Targets

- Continuous improvement of trainings**
- Expanded training services for customers**
- Meeting all safety standards for equipment operation**
- International recognition of training and certification
(such as operator's licences)**

2. Present Situation: Market Situation

- 2500 BAUER Equipment in the Market

→ requires 2700 operators

- QUESTION: Have they all be trained according to BAUER standard ??

→ what is “BAUER standard” ?

2. Present Situation: Training Needs (1)

- **500 new equipment** sold to customers per year now
 - **Recommendation:**
 - 1 month total training for customers without rig experience
 - **500 "manmonths" per year = → 42 qualified BAUER instructors**
 - **BUT: Available now with BAUER 20 BAUER instructors + 20 freelance instructors**
 - **BUT: shortage of BAUER instructors since:**
 - they are often **asked to work as customer operator** or
 - are **misused as operator without our consent**

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2. Present Situation: Training Needs (2)

- **PLUS:**
 - 2500 existing equipment on the market
 - approx. 100 "retirees" per year
(customer operators leaving their company)
 - **Customer may also require up-date training** (due to new operators, new technology, new equipment etc.)
- **Additional Aspects:**
 - In the past, sales department had **no commonly applied policy on training and commissioning**
 - Sometimes there has only been a
“ **handover of key** ” procedure

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COUNTERWEIGHT IS TO COUNTER THE ATTACHMENT'S WEIGHT !!!
→ We need to ensure "appropriate" instruction & commissioning

2. Present Situation: Current profile of **Bauer instructor**

- Bauer instructor has 10 years and more **operation experience**
- Limited **service experience** ?
- Limited **teachers' abilities** ?
- Limited **language abilities** ?
- **Technology knowledge** may be 10 years old ?
- No or little **legal experience**



→ **standard qualification needed** (theoretical & practical aspects)

→ **1st step: theoretical training by qualified BTC trainers**

→ **2nd step: practical training by qualified Bauer operators**

2. Present Situation: Example of present way of documentation

(See documentation report)

3. Der Kunde wurde in folgende Punkte / Maßnahmen eingewiesen.
The Purchaser has been introduced to the following points.

3.1 Geräteführer auf Transportstellung des Gerätes hingewiesen.
Operator shown how to position the boom for road travel according to manual

3.2 Geräteführer in der Ballastmontage eingewiesen.
Operator instructed in installation of counter weight

3.3 Geräteführer in die Aufrüstung des Gerätes eingewiesen.
Operator instructed in rigging of machine

3.4 Geräteführer in die Abrüstung des Gerätes eingewiesen.
Operator instructed in disassembly of machine

3.5 Geräteführer in die Bedienung des Gerätes eingewiesen.
Operator instructed in operating of machine

3.6 Geräteführer in die Bedienung des Freifalles eingewiesen.
Operator instructed in operation of free-fall device

3.7 Geräteführer in den Umgang mit Ersatzteil liste und Bedienungsanleitung eingewiesen.
Operator instructed in handling of operation manual and maintenance manual

3.8 Geräteführer auf tägliche, wöchentliche, Wartungsarbeiten hingewiesen.
Operator instructed about daily, weekly maintenance work according to manual

3.9 Geräteführer auf verwendete Öl und Ölwechselintervalle hingewiesen.
Operator instructed about used oils and oil change intervals according to manual



→ details of instruction & commissioning are missing to meet safety & legal requirements

3. Future Situation: Modules of basic training for operator

What may be the best training we can provide to turn a taxi driver into a qualified customer operator?

1. Foundation engineering training **INHOUSE**
2. Safety training in foundation engineering **INHOUSE**
3. The major components and functions of the BAUER rig **INHOUSE**
4. Daily and routine inspections for rig and drilling tools **INHOUSE**
5. Service on a hydraulic rig **INHOUSE**
6. BAUER drilling methods and BAUER tools **INHOUSE**
7. Learn how to erect and dismantile the rig **PARTLY INHOUSE**
8. **Learn how to operate and service the rig field service FIELD SERVICE**

3. Future Situation: General positive effects (1)

- **Qualified standard training:** 75 % of the training can be conducted at the BAUER facility classrooms (at Schrobenhausen and regional training centers, in local language)
- **Efficiency can be increased:** If 10 customer operators are trained together, the BAUER effort is reduced to 7.5 %
- **Efficiency and quality of training can be increased:**
BAUER will use standard training materials
(can be improved by the input of BTC and regional trainers, customer feedback etc.)

3. Future Situation: General positive effects (2)

- **Basic knowledge & customer satisfaction can be increased:**
Every new operator has a basic theoretical knowledge before they even see the rig
- **Warranty aspects are considered:** BAUER has a legal proof of all trainings conducted

→ **More efficiency, quality & customer satisfaction**

3. Future Situation: Results of new concept

- **For customer operators:**
 - **Theoretical training** for groups of about 15 participants for one week by skilled BTC trainers
 - **Basic knowledge** for new operators as first step
 - **Final examination** with certificate
- **For Bauer instructor:**
 - BAUER instructors can **concentrate on the practical part of the training**
 - **More capacities** for BAUER instructors (for own training & qualifications)
 - **Efficient instructions due to two-step training** (1st Theory training/2nd Practical training/ instruction)

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3. Future Situation: Comparison of training concepts

Present Situation		Future Situation	
30	Bauer instructors	5	Training centers
12	Instructions for about 4 weeks per year and per customer operator	10	Intensive one week (theory) per year at training center (SOB or regional)
1	Customer operator per instruction	15	Customer operators per training
		750	Trained customer operators (theory in classroom)
		30	Bauer instructor
		24	Instructions for about 2 weeks (practice) per year and customer operator
360	Trained customer operators per year	720	Trained customer operators (practice on jobsite)

→ 100% additional capacity to train customer operator on new & existing equipment 15

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4. Summary: Overall targets

- **Up-date training and qualification for BAUER instructors**
(up-dated theoretical & practical know-how)
- **Two-step training for customer operators**
 - **Theory: Basic knowledge of equipment (Module A)**
by BTC trainer
 - **Practice: Efficient practical training (Module B)**
based on content of Module A
by Bauer instructor

4. Summary: Comparison of training concepts

PRESENT

Customer Operator trained by Bauer instructor

4 weeks, 1 instructor: 1 trained customer operator

FUTURE

Customer operator
trained by training
center (theory)

1 week

15 participants

1 trainer

Customer operator trained by
Bauer instructor (practice)

2 weeks

1 participant

1 instructor

4. Summary: Future Procedure

- **Customer buys equipment and sends operator for "theory training" (Module A) with BTC (Schrobenhausen or regional training center)**
- **Customer receives certificate on Module A (basic training)**
- **Bauer instructor provides practical training/ instruction (Module B) based on content of Module A**
- **Bauer instructor gains additional capacity for own qualification**
- **Transition solution will be discussed**

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5. Next Steps

- **Time schedule:**
 - **02/ 2009: Train-the-trainer in Schrobenhausen**
(for regional trainers and Bauer instructors)
 - **Planned 07/08/09 2009: Train-the-instructor in Schrobenhausen**
(5-8 participants per training)
 - **08 - 12/ 2009: Train-the-operator at training centers**
- **Costs:**
 - **Target - To be covered within sales contract**

**Thank you very much for your
attention!**

