



Get the Most from Your Employee Training Investment!

In all my years of servicing products and bringing new technicians into the industry, I have never found a substitute for good training. As any manager knows, a good training program quickly pays for itself by accomplishing the following:

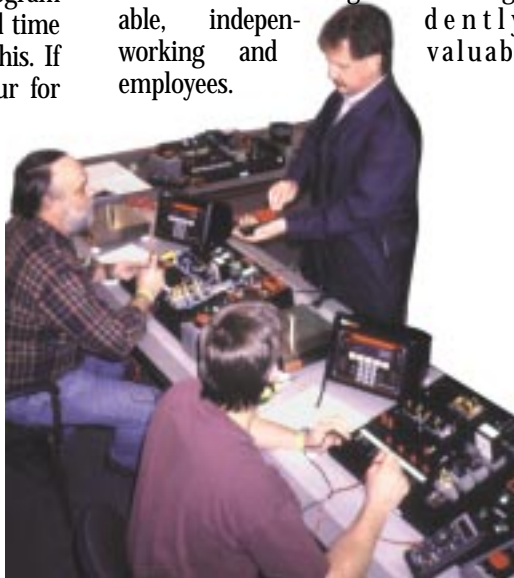
- Technicians do things right the first time
- More repairs are done on-site
- Technicians display more confidence and a better attitude
- Develops loyalty and long-term stability from customers and employees
- Increases your market share

Maximize Revenue Potential

Over the years, I've heard some scale distributors say that it cost too much to send an employee to a training program because of the travel expenses and time away from the job. Let's look at this. If you are charging \$30.00 per hour for service and your new technician has to return 50% of the time, your company is actually getting \$15.00 per hour and your travel expenses increase by 50%. Another way to look at this is if you charge \$50.00 per hour for service and your technician has to return 30% of the time, you are only realizing 70% of your revenue potential, or \$1400 per week instead of \$2000. The potential gain in revenue for one month could easily justify tuition, travel ex-

penses, and time away from the job. Just one month!

Statistics tells us that the average person changes jobs every 3-5 years. That is also about the same length of time required for many companies to complete their on-the-job training program. By taking this route, new technicians may never learn the correct way of doing things because someone tells him it's "the way we've always done it." Or worse yet, companies may waste three to five years providing on-the-job training for an employee only to have him leave. It's no wonder that many of the dealers I talk to feel as though they're spinning their wheels. My answer to them: select a training program that helps your company educate new employees soon after they're hired, putting them on the fast track to becoming knowledgeable, independently-working and valuable employees.



Training For Every Skill Level

There are a lot of training programs to choose from.

I always suggest selecting a training program that is generic in nature. These programs give your employees skills that they can immediately use in their day-to-day activities. For new employees, select courses that provide the basics such as load cell testing and troubleshooting, fundamentals of mechanical and electronic weighing, and data communications. A well-organized training program will provide all this and more!

Training is also important for experienced technicians. With the speed at which technology and industry trends change, it's crucial to stay on top of these changes in order to remain competitive.

Rice Lake Training Services

RLWS provides training for every level from mechanical and electronic basics, to advanced troubleshooting, to data collection and process control. Featuring a state-of-the-art training facility, a great group of instructors, and a comfortable atmosphere, Rice Lake helps everyone learn the skills they need to succeed. Upcoming classes include:

- ES-222 "Advanced Scale System Troubleshooting"
- ES-111 "Fundamentals of Electronic Systems"
- RS-111 "Retail Scales"

The statement "when you stop learning you stop growing" has never been more true than it is today. My years of experience have taught me that good training is a great investment!

For information on Rice Lake Training Seminars, call Debbie at 715-234-9171, ext. 5185.

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