

Training Field Engineers in the Philippines for Worldwide Duty

Three years have passed since the Komatsu Human Resource Development Center (KHRDC) was established in Manila the Philippines in 2008.

The center was set up mainly to train field engineers to take on duties at mines around the world.

Fifty-two Filipino trainees in the Philippines and in 13 other countries across the globe are working hard every day at mastering The KOMATSU Way and acquiring technology and knowledge.

Urgency of Training Specialists for Duty at Mining Sites

Highly skilled field engineers capable of providing superior product support are indispensable to maintain stable operation of large mining equipment at busy mining sites.

Komatsu has been aware of this necessity for quite some time, and established a college for product support specialists in Japan, placing emphasis on training Japanese field engineers. The Komatsu Human Resource Development Center in the Philippines was set up in 2008 to reinforce these efforts and expand them on a global scale.

Every year the Center in the Philippines accepts 20 Filipino university graduates who majored in mechanical engineering. Trainees spend four years acquiring knowledge in The KOMATSU Way, which embodies Komatsu's policies and values.

The Center was established in the Philippines because Filipinos have had a long record of making major contributions to the growth of Komatsu's business overseas, through their good knowledge of English, their ability to cope with different cultures, and their superior ability for teamwork.

Entering the Global Stage After Four Years of Training

The Human Resource Development Center trains field engineers using a four-year curriculum.

Training Curriculum

- **Stage 1 (6 months)**
Acquire basic knowledge/technology in the structural makeup, functions, etc. of construction and mining equipment
- **Stage 2 (6 months)**
Acquire advanced practical knowledge/technology at the training center or at mining sites within the Philippines
- **Stage 3 (3 years)**
To produce field engineers with the highest level of technical knowledge of construction equipment, trainees are first sent to Japan for one month of training, and then to mining sites in other countries for practical training.

After four years of training, the trainees are ready to step onto the global stage and take on their duties at Komatsu Group companies around the world. According to Komatsu's educational policy, the training content not only qualifies them for assignments as field engineers, but also as application engineers, IT service engineers, and operator trainers.

Serving as an OJT Site for University Students

Separate from the training program, the Center also accepts university students for on-the-job training (OJT). With many state-run universities in the Philippines requiring students to earn credits by participating in OJT in industry, 20 students were accepted in 2011 to go through three weeks of practical training at the well-equipped Human Resource Development Center. Komatsu will continue contributing to society by responding to such needs.

Voice

Aspiring to Become a Field Engineer Appreciated by Customers around the World

Mr. Ever Dave Vinatero Buyan
Trainee, Global Field Engineer, KHRDC



I am one of the first batch of Global Field Engineer trainees to enter KHRDC. During our 1st stage of training, I had learned many helpful ideas, and acquired data, information, facts and a wealth of knowledge from trainers from Japan, Singapore and Philippines. Through classroom lectures and practical training, as well as OJT at mine sites while working with the mechanics at local distributors, I was able to broaden my perspectives and understanding of construction and mining equipment.

Currently, I am working as a product support engineer in Chile. I was first posted at the Komatsu Reman Center, where I learned a lot about the “Reman” business while working at different departments, such as disassembly, assembly, hydraulics, electronics, and quality assurance.

On my next assignment, at the Radomiro Tomic Mine located next to the Chuquicamata Copper Mine, I learned how to repair and maintain 930E electric dump trucks and how to prepare overhaul schedules for keeping machines

in top condition.

I am now working at a new project named Pascua Lama, the first bi-national mining project in the world. Approximately 60 Komatsu mining equipments including the 930E are in operation at this mine. For the moment, we are assembling equipments and are working to maintain quality of the assembly process in order to make sure performance of the machines during the actual operation is good even under extreme conditions of this site, with an altitude of 5,200m where temperature can reach minus 40 degrees Celsius.

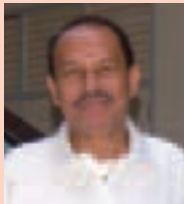
To be a renowned global field engineer, whose work is recognized not only by Komatsu, but also by customers around the world is a dream I have been working hard to fulfill. I want to become a world class field service engineer who can speak at least 5 different languages. And if given a chance, I want to become a top executive of the company someday where I can share my knowledge and ideas.

This project (KHRDC) initiated by Komatsu Ltd. is a very good start for young engineers like myself, who are just starting to make our way into this world. I am expecting continued support from the company to keep us motivated to work hard and become excellent field engineers. I commend KHRDC for a job well done in training young engineers in preparing them for the future. I hope that Komatsu will continue to accept and look for ideas to improve the training process.

Voice

The Bicol University and KHRDC: A Global Partnership for Human Resource Development

Engineer Edgardo O. Aguilar
Dean, College of Engineering
Bicol University, Philippines



Environmental conservation efforts is one of Komatsu’s highest priority management tasks, and it endeavors to contribute to the sustainable growth of society by integrating advanced technologies into environmental conservation efforts in all its business activities. Bicol University (BU) aims to be a Green University in the coming decade. It looks up to Komatsu as an example of a company with a people and environment friendly plant, creating a safe work environment that enables peace of mind not only to people but also to its stakeholders.

BU and Komatsu Human Resource Development Center (KHRDC) share the same vision for producing global engineers.

BU expects its graduates to be:

- (a) Technically competent, with a passion for technology; with a global perspective and driven by the need for quality in the practice of its profession;
- (b) Creative and innovative in advancing the state-of-the-art in their fields of expertise;

(c) Results oriented and equipped with the know how to make and communicate decisions while working as a team member for multi-cultural and multi-national audiences;

(d) Ethical, principle centered, and socially responsible

The graduates of BU who are now with Komatsu as field engineers can go beyond the basic foundations to be able to adapt and experience an environment of the industry which is a very rewarding experience.

A partnership with KHRDC offers BU to improve the quality and international comparability of its engineering programs, with a vision for producing excellent engineers by 2020. The partnership will also provide evidence of compliance by BU to its ISO9001:2008 mandate of continually striving for excellence in instruction, research and extension by meeting the highest level of clientele satisfaction and adhering to quality standards.

Given the highly qualified trainees from BU and other universities in its Training Institute, KHRDC will be able to produce excellent field engineers to meet the highest level of customer satisfaction as it continues its expansion in emerging markets and build more lasting relationship with its customers.

BU looks forward to a mutually beneficial relationship in educating for peace and international understanding while trying to adapt to and mitigate the effects of climate change, as BU and Komatsu strive to contribute to the development of various economies and peoples.