



Product Training and Publications



Training for today
Development for tomorrow

Our mission

We understand that maintaining a skilled, knowledgeable workforce is a challenge everyone faces. With changing technologies, an everyday changing workforce, and fluctuations within the mining industry, it is especially daunting. Product training and publications strives to provide the knowledge, skills, and competencies needed for our customers to achieve their highest performance potential.

Quality information from the start

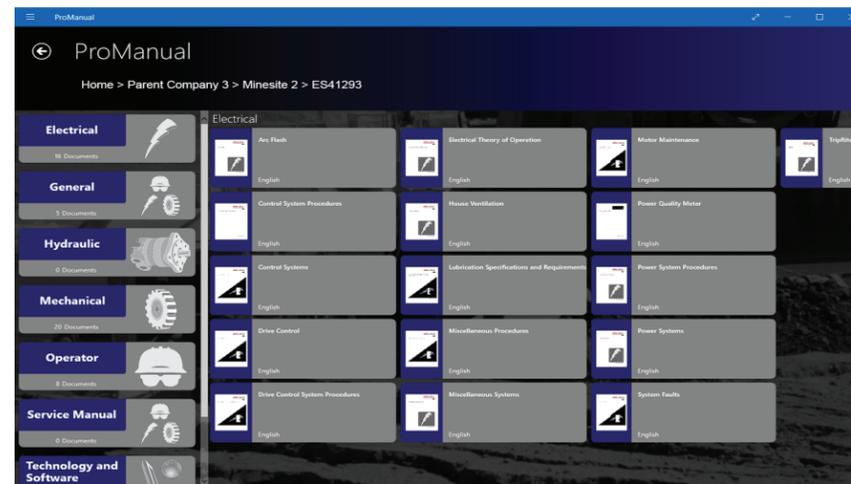
It begins with the documentation you receive with every new machine. Product training and publications' own writers create the electrical, mechanical, operator, and supplemental manuals that come with your machine. Our writers consistently strive to provide timely, relevant and easily understood documentation.



The ProManual application

We continue to expand our manual distribution methods. Along with online ordering for printed materials and USB distribution, the ProManual application is capable of putting the most up-to-date product documentation at your fingertips for every Komatsu Mining Corp. surface mining product at your site. Key features include:

- Individual access
- Secure online/offline availability
- Version management
- Streamlined feedback
- Multi-language support



Documentation and training coordination

When you need training for a new hire or a veteran, we have developed training that is engaging, technologically relevant, and easy to fit into busy schedules. We strive to provide you with the knowledge, skills and competencies needed for your employees to achieve their highest performance potential.

All training, instructor-led and eLearning, is developed in coordination with the product documentation. This provides valuable consistency throughout the learning experience.

eLearning

eLearning has been identified as the primary delivery method for knowledge based training and is used to help prepare students for future instructor-led skills based training. Artwork, photographs, 2D/3D animations, and videos are used to engage the learner and enhance the learning experience. eLearning is ideal for a global audience in centralized locations, as well as for large audiences requiring consistent information.



eLearning can be accessed by anyone, anytime, anywhere, provided they have a valid Internet connection. This reduces the cost of training and provides learners with the ability to learn at their own pace and in their own comfortable environment.

Product training and publications currently offers both shovel and drill mechanical, electrical, and operator elearning. Lessons are available in multiple languages.

Instructor-led training

Instructor-led training, or ILT, is skills based training. ILT is provided three ways:

- Milwaukee based training — provides students the opportunity to work hands on with some of the shovel and drill system components.
- Field based training — by conducting training on-site, our instructors are able to tailor the training to appropriate systems.
- Virtual training — provide students the opportunity to obtain theoretical training when travel may not be possible.

Our on-site lab in Milwaukee is loaded with the latest in shovel and drill technology. Trainees are able to receive valuable hands on experience without the costly equipment down time associated with using production equipment at a customer's mine site.



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