

TOYOTA TRAINING & DEVELOPMENT PARTS PROFESSIONALS

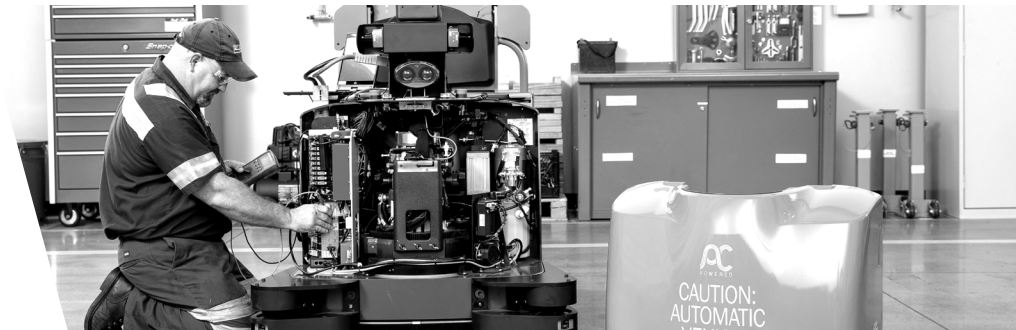
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Visit the learning management
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QR CODE

Contact us at:
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 **TOYOTA**
MATERIAL HANDLING

TOYOTA CERTIFICATION PROGRAM PATH

BECOME AN INDUSTRY LEADING PARTS PROFESSIONAL THROUGH TOYOTA MATERIAL HANDLING'S CERTIFICATION PROGRAM

BENEFITS OF TRAINING

- Increases profitability
- Reduces customer downtime
- Reduces time to solve customer problems
- Improves fill rate
- Increases customer satisfaction

1

CERTIFIED

6 HOURS ONLINE

GOAL: Become familiar with Toyota history, culture, products, services, & business practices

PREREQUISITE: Employment

LEARN HOW TO:

- Demonstrate Toyota culture & values
- Describe the Toyota Production System (TPS)
- Navigate the Electronic Parts Catalogue (EPC)
- Recognize the benefits of Toyota Lean Management (TLM)
- Discuss the features & benefits of internal combustion (IC) & electric forklifts

2

BRONZE

5 HOURS ONLINE

GOAL: Accurately assess your customers' needs through product knowledge & refined communication skills

PREREQUISITE: Certified

LEARN HOW TO:

- Identify related parts to increase sales, first time fix rate & reduce customer downtime
- Recognize key features & functions of the 8-Series product lineup
- Ask your customers targeted questions to better meet their needs
- Describe the lubrication process that extends life expectancy

3

SILVER

15 HOURS ONLINE

GOAL: Become a knowledgeable, experienced, parts professional adept at exceeding customers' expectations

PREREQUISITE: Bronze

LEARN HOW TO:

- Articulate the value of Toyota genuine parts
- Organize your parts department to improve efficiency
- Identify & relate to your customer's buying style
- Apply Toyota Lean Management (TLM) concepts to hands-on applications

4

GOLD

1 HOUR ONLINE • 3.5 DAYS AT TOYOTA

GOAL: Gain the knowledge needed to manage an efficient & profitable parts department

PREREQUISITE: Silver

LEARN HOW TO:

- Operate a profitable Parts Department
- Manage parts inventory
- Improve department processes to eliminate waste
- Present your customers with a total solution for the parts needed to properly repair & extend the life of their equipment