

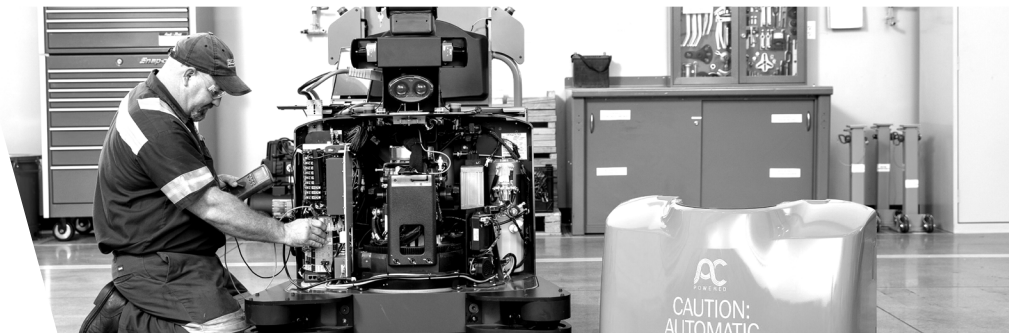
TOYOTA TRAINING & DEVELOPMENT **MASTER TECHNICIANS**

TOYOTA HEAVY DUTY (THD)

Heavy duty products bring expanded capacity and utility to the Toyota product line up

- Each THD course focuses on specific models and prepares qualified technicians to service and maintain THD equipment
- Technicians explore the hydraulic, electric, and powertrain systems

COURSE LENGTH VARIES BY MODEL



Visit the learning management system at tmh.myabsorb.com or scan the QR code to learn more.



Please reach out if you have any questions
dealer.training@toyotatmh.com



TOYOTA CERTIFICATION PROGRAM PATH

BECOME AN INDUSTRY LEADING MASTER TECHNICIAN THROUGH TOYOTA MATERIAL HANDLING'S CERTIFICATION PROGRAM

BENEFITS OF TRAINING

- Increases profitability
- Shortens service cycle
- Reduces time to solve customer problems
- Increases customer satisfaction
- Reduces customer downtime

1

CERTIFIED

10 MINUTES ONLINE • 3 DAYS CLASSROOM

GOAL: Become familiar with theory of operations and maintaining Toyota Material Handling products

PREREQUISITE: Employment

LEARN HOW TO:

- Perform periodic maintenance
- Display professionalism when servicing equipment
- Assess wear and mast maintenance
- Recognize work hazards

2

BRONZE

4.5 HOURS ONLINE • 7 DAYS CLASSROOM

GOAL: Learn the basic principles of forklift systems & Toyota products

PREREQUISITE: Certified & Technical Work Experience - 18 months

LEARN HOW TO:

- Identify types of forklifts & their functions
- Build circuits to demonstrate voltage, current, & resistance
- Identify each type of circuit & their components
- Diagnosis chassis electrical on internal combustion equipment

3

SILVER

10 DAYS CLASSROOM

GOAL: Develop further product knowledge by increasing proficiency in diagnosing Toyota equipment

PREREQUISITE: Bronze & Technical Work Experience - 36 months

LEARN HOW TO:

- Identify the components of Toyota products
- Use available tools & resources to diagnose equipment
- Troubleshoot electrical inputs & outputs
- Differentiate between AC/DC power systems

4

GOLD

3 DAYS AT TOYOTA

GOAL: Demonstrate advanced troubleshooting methods

PREREQUISITE: Silver & Technical Work Experience - 5 years

LEARN HOW TO:

- Exhibit characteristics & comprehension of a tenured technical professional
- Perform root cause analysis
- Use a systematic approach to solve problems
- Decide when to use special service tools
- Interpret electrical wiring diagrams

5

PLATINUM

5 HOUR PROCTORED EXAM

GOAL: Recognize elite service professionals based on their technical abilities

PREREQUISITE: Gold

LEARN HOW TO:

- Exhibit proficiency using Toyota resources by taking an online exam and achieving 70% or higher
- Demonstrate the ability to diagnose complex issues using advanced problem solving methods