

Welcome! to our world



# RM ACADEMY

MORE KNOWLEDGE. MORE SUCCESS.

## TRAINING PROGRAMME 2019



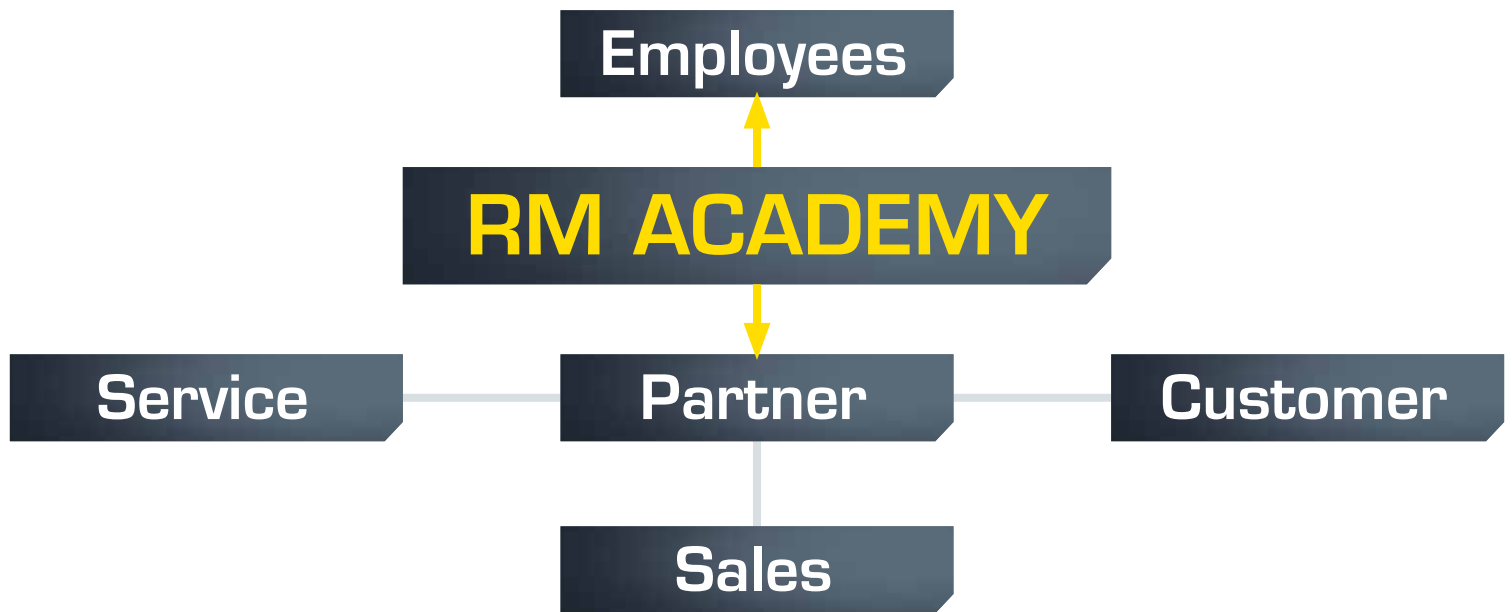
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# RM ACADEMY

QUALIFIED FOR SUCCESS



Long term success of RM through:  
Highly trained employees, dealers and users  
Direct contact to operators

## RM ACADEMY

Academy for  
employees

Company goals

RM principles

Process  
management

Language school

Social Skills

Academy for  
partners

Customers:  
Operator Training

Dealers:  
After Sales Training

Sales:  
Sales Training

Academy for  
innovations

Product  
Champion  
Workshop

Service  
Champion  
Workshop

# Facts and figures that was 2018:



## RM SALES TRAINING

### Basic Sales Training:

- Approx. 70 trainees
- 1 in German
- 4 in English
- 2-day training

### Advanced Sales Training:

- 1 in German
- 2 in English
- 2-day training

### Natural Stone Training:

- 1 in English
- 15 trainees
- 1-day training

### Product Champion Workshop:

- 1 workshop in Latin America and 1 in China
- 40 trainees
- 2-day training
  
- 1 workshop in Asia
- 35 trainees
- 2-day training

### Rental Fleet Training:

- 6 trainees
- 1 in German
- One-day training

## RM AFTER SALES SCHULUNGEN

### Basic After Sales Schulung:

- Approx. 100 trainees
- 2 in German
- 3 in English
- 2-day training

### Advanced After Sales Training:

- Approx. 60 trainees
- 2 in German
- 2 in English
- 3-day training

### Service Champion Workshop:

- 10 trainees
- 2-day training

### Parts Training:

- 6 trainees
- 1 in English
- 2-day training

### Operator Training:

- 80 trainees
- 6 in German
- 1 in English
- 2-day Training

# GO!

## Benefits Content:



## RM SALES TRAINING

### Basic Sales Training:

- Highly educated sales personnel
- Recognising sales opportunities
- Recognising niche markets
- Basics of marketing
- Using the right arguments
- Knowledge of the RM sales tools
- Product know-how
- Start-up know-how
- RM jacket + cap (or beanie)

### Advanced Sales Training:

- Highly educated product specialists
- Recognising customer value
- Crushing process engineering know-how
- Screening process engineering know-how
- Demo know-how
- Delivering job stories
- Product Training RM Compact Crusher
- Product Training RM Screen-Line

## RM AFTER SALES TRAINING

### Basic After Sales Training:

- Highly educated service personnel
- Basics marketing
- Know-how in electrics, hydraulics, pneumatics
- Usage of troubleshooting-guidelines
- Know-how about attachments and options
- Product know-how
- Start-up and demo know-how
- Overall or waist jacket + trousers with cap (or beanie) + T-Shirt

### Advanced After Sales Training:

- Highly educated service specialists
- In-depth knowledge electrics, hydraulics, pneumatics
- Independent troubleshooting
- Knowledge of the RM sales tools
- Crushing process engineering know-how
- Screening process engineering know-how
- Start-up and demo know-how



# RM ACADEMY

## QUALIFIED FOR SUCCESS

Multiple applications, full back-up. RM offers the customer and the dealer:

- Support in process engineering
- Presenting of different uses of the processed materials



# RM MANAGEMENT TRAINING

## RM MARKETING TRAINING

### CONTENT:

- What is marketing?
- What do you derive from this?
  - Marketing
  - Communication
  - Target groups
- How can I use my resources better?

## RM RENTAL FLEET TRAINING

### CONTENT:

- Basic facts of a Rental Fleet
- Necessary options
- Paperwork
- First-level troubleshooting
- Invoicing
- Handover and taking back at the customer site
- Instructions for the customer

# RM SALES TRAINING

Content	Basic Training	Advanced Training	Product Champion
Solution-orientated	✓	✓	✓
Know-how of the RM network	✓	✓	✓
Know-how RM sales tools	✓	✓	✓
Basic marketing know-how	✓	✓	✓
Basic product know-how	✓	✓	✓
Basic sales know-how	✓	✓	✓
Start-up know-how	✓	✓	✓
RM Spirit	✓	✓	✓
Process engineering		✓	✓
Advanced product know-how		✓	✓
Advanced sales know-how		✓	✓
Demo know-how		✓	✓
Creating job stories		✓	✓
Delivering product innovations		✓	✓
High-end product know-how			✓
First-level troubleshooting			✓

# RM SCREEN-LINE TRAINING

## PRODUCT TRAINING FOR THE NEW PRODUCTS OF THE RM SCREEN-LINE

- Showing the advantages of the RM Screen-Line products
- Showing the possibilities of the new products
- Training process engineering screening
- Technical aspects of the RM Screen-Line products

# RM NATURAL STONE TRAINING

## CONTENT

- Process engineering crushing & screening
- Grading curves
- Kind of rocks
- Price per ton

# RM AFTER SALES TRAINING

Content	Basic Training	Advanced Training	Service Champion
Solution-orientated	✓	✓	✓
Basic engineering	✓	✓	✓
Basic product know-how	✓	✓	✓
Basic process engineering	✓	✓	✓
Know-how RM network	✓	✓	✓
Demo know-how	✓	✓	✓
Advanced engineering		✓	✓
Advanced process engineering		✓	✓
Advanced product know-how		✓	✓
CRM know-how		✓	✓
Basic sales tools		✓	✓
Advanced troubleshooting		✓	✓
High-end engineering		✓	✓
6 modules advanced		✓	✓
High-end process engineering			✓
High-end product know-how			✓
High-end troubleshooting			✓

# RM PARTS TRAINING

## CONTENT:

- Crushing and screening - the RM business models
- What does our customer need?
- To understand the parts manual
- Technical information
- Parts order process
- Wear parts management
- Stock parts
- Refurbished parts
- Service DVD

# RM OPERATOR TRAINING

## CONTENT:

- Crushing process engineering know-how
- Screening process engineering know-how
- First-level troubleshooting
- Basics in electrics, hydraulics
- To understand the basics of the RM parts manual



# COSTS

ONLY VALID FOR REGULAR TRAINING IN LINZ IN THE RM HEADQUARTERS:

## RM SALES, RENTAL FLEET AND MARKETING TRAINING

The dealer covers the following costs:

- Travel to and from Austria
- Accommodation

RUBBLE MASTER covers the following costs:

- Meals, snacks, refreshments
- Transfer to and from the Linz-Hörsching airport (LNZ) or Linz railway station
- Evening programme once per training
- Training manual

## RM AFTER SALES TRAINING

The dealer covers the following costs:

- Travel to and from Austria

RUBBLE MASTER provides the following benefits for you:

- Accommodation
- Meals, snacks, refreshments
- Transfer to and from the Linz-Hörsching airport (LNZ) or Linz railway station
- Evening programme once per training
- Training manual

## RM AFTER SALES TRAINING (AT DEALER)

FOR ADDITIONAL MACHINE COMMISSIONING-, BASIC AND OPERATION TRAINING ON-SITE

- Dates to be agreed
- Training facilities and machine to be provided by the dealer
- Regular price: € 950,- per day
- Travel and accommodation costs for the RM Trainer to be carried by the dealer
- **SPECIAL OFFER: 3 days basic training (incl 2 days travel) at a cost of um € 3500,- INSTEAD OF € 6650,-**

## RM PARTS TRAINING AND RM OPERATOR TRAINING

The dealer covers the following costs:

- Travel to and from Austria

RUBBLE MASTER provides the following benefits for you:

- Accommodation
- Meals, snacks, refreshments
- Transfer to and from the Linz-Hörsching airport (LNZ) or Linz railway station
- Evening programme once per training
- Training manual



# DATES 2019

RM Sales Training		RM After Sales Training
January	-	15.-16.01.2019 RM Operator Training (DE) Linz
		22.-23.01.2019 RM Operator Training (DE) Linz
February	25.-26.02.2019 Basic Sales Training (DE) Linz	5.-7.02.2019 Basic After Sales Training (DE) Linz
		26.-28.02.2019 Advanced After Sales Training (DE) Linz
March	12.-13.03.2019 Basic Sales Training (EN) Linz	18.-22.03.2019 Basic After Sales Training (EN) US
	14.03.2019 Rental fleet Training (EN) Linz	19.-21.03.2019 Basic After Sales Training (EN) Linz
	18.-22.03.2019 Basic Sales Training (EN) US	22.03.2019 ScreenLine After Sales Training (EN) Linz
April	2.-3.04.2019 Advanced Sales Training (EN) Linz	-
	4.04.2019 Sales Natural Stone Training (EN) Linz	
	5.04.2019 ScreenLine Sales Training (EN) Linz	
May	28.-29.05.2019 Advanced Sales Training (DE) Linz	7.-09.05.2019 Advanced After Sales Training (EN) Linz
		14.-15.05.2019 After Sales Operator Training (DE) Linz
		21.-22.05.2019 After Sales Operator Training (EN) Linz
September	10.-11.09.2019 Basic Sales Training (EN) Linz	24.-26.09.2019 Basic After Sales Training (DE) Linz
	17.-18.09.2019 Advanced Sales Training (EN) Linz	
	19.09.2019 Rental fleet and ScreenLine Training (EN) Linz	
October	-	8.-10.10.2019 Basic After Sales Training (EN) Linz
		11.10.2019 ScreenLine After Sales Training (EN) Linz
		15.-16.10.2019 After Sales Operator Training (EN) Linz
		22.-23.10.2019 After Sales Operator Training (DE) Linz
November	-	12.-14.11.2019 Advanced After Sales Training (EN) Linz
		19.-21.11.2019 Advanced After Sales Training (DE) Linz

On request (minimum number of trainees 3)

- RM Parts Training
- RM Marketing Training

subject to change without prior notice