

# RM ACADEMY

## GO! FOR YOUR FUTURE

GET THE #RMSPIRIT

## WE SET STANDARDS

"It all started with a vision: we wanted to make it possible to recycle C&D waste materials on site. This innovative idea became an international success, and we are now the world leader in compact crushing.

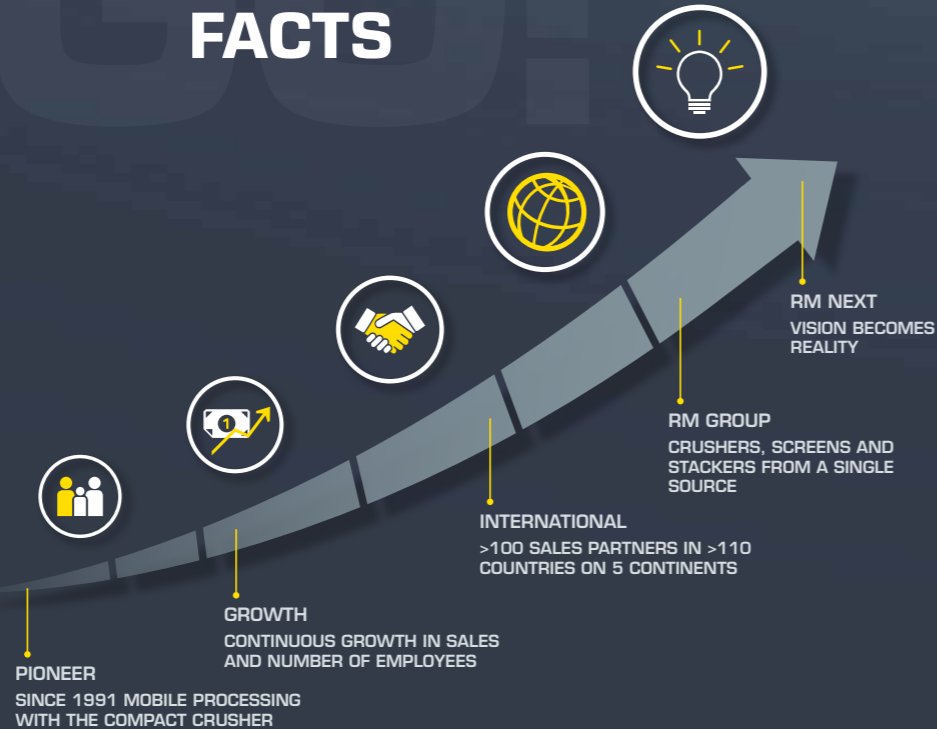
However, RUBBLE MASTER would not be as successful as it is without its professional dealer network. I am glad you are part of the RM Family."



Gerald Hanisch  
Founder and Managing Director  
RUBBLE MASTER HMH GmbH



# RM GROUP FACTS



# MORE KNOWLEDGE MORE SUCCESS

Growing together - RUBBLE MASTER loves long-term partnerships. Growing together requires that we learn together.

Every year, the RM Academy offers a wide range of training opportunities for successful mutual development.

The RM Academy Team has prepared an exciting syllabus of courses and wishes you much success with your training.

## #RMFamily



# RM ACADEMY QUALIFIED FOR SUCCESS

As a salesperson you will benefit from our sales training courses by expanding your knowledge of our product range. As a technician you will find out all you need to know to be able to provide reliable service support for RM crushers and screens. As an RM operator you will learn the most effective way of handling machines for maximum on-site performance.

## REGISTER TODAY FOR THE TRAINING COURSE OF YOUR CHOICE:

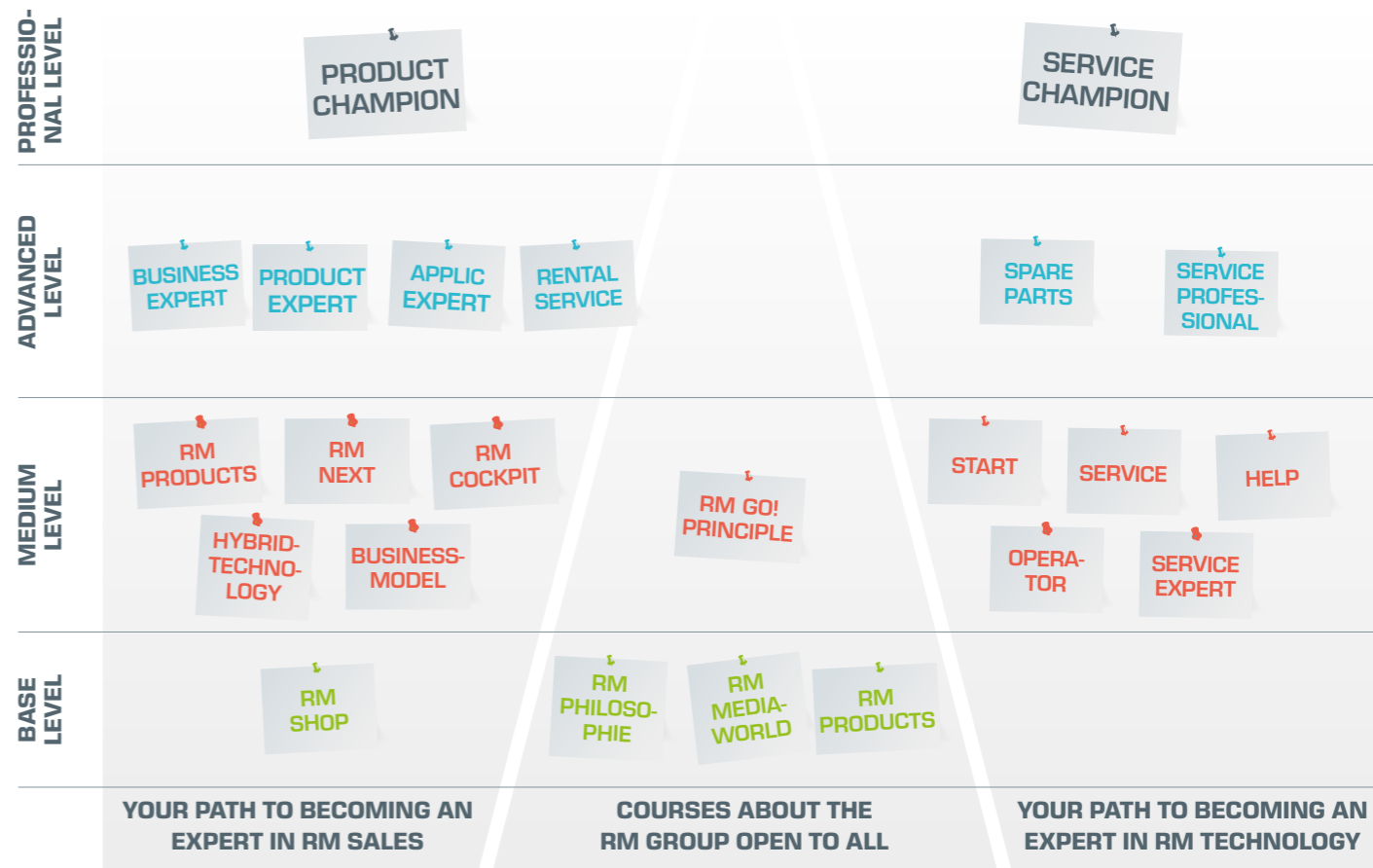
- STEP 1** Choose a course from the RM Academy catalogue
- STEP 2** Scan the QR code
- STEP 3** Fill in the registration form and send
- STEP 4** Add the date to your calendar and you are all set to start your RM training course!



**REGISTER NOW!**  
Or go to the  
RUBBLE MASTER website.

We look forward to you taking part!

## TRAINING OPPORTUNITIES AT RM



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## RM ACADEMY - more than just training

Visit our RM Headquarters in Upper Austria at the heart of Europe. Centrally located, here you can see how our mobile crushers are built. In addition to the subjects covered by your training modules, you will also get to know the **RM Family** and **gain valuable insights into our companies and corporate culture**. RM Academy is more than just a knowledgebase. By attending a training course, you can build **valuable networks**

**with colleagues from the same industry** all over the world. As a global company, we value exchange of experiences and a strong network - you too can become a part of it. RUBBLE MASTER always welcomes visitors. Training at RM Headquarters expands more than your professional horizons. Supported by the RM employees, cultural highlights of the Upper Austrian capital city and Linz as a **business location** will also be on offer.

# HEADQUARTERS



# COVID-19 SAFETY MEASURES

The health and safety of our employees and RM Academy course participants have the highest priority.

All of the seminar rooms are large enough to keep sufficient distance from each other. The maximum number of course participants has been reduced accordingly to guarantee that this is possible.

In addition, all entrances and seminar rooms are equipped with disinfectant dispensers, and FFP2 face masks are provided by the RM Academy.

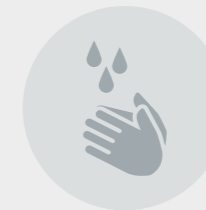
You will receive the latest information on the current Covid measures at the RM Group after you have registered. Please check the current travel regulations.

If you are ill or think you might have Covid-19, please do not come to the training course. Please contact us as soon as possible.

We look forward to your participation in the 2022 training programme!

If you have any questions, please send them by email to: [rm-academy@rubblemaster.com](mailto:rm-academy@rubblemaster.com)

ISSUED: DECEMBER 2021



# BASE LEVEL RM ACADEMY

**WELCOME TO THE RM FAMILY!** Are you new to RM Family and would like to gather helpful introductory information about our products and services? Welcome to Base Level! Our introductory courses at Base Level are designed to support you on your path to success right from the start. These courses introduce you to our product range and the RM corporate culture so you can get to know the RM environment.

## MEDIUM LEVEL

BASE LEVEL

RM PRODUCTS  
(ALL)

RM PHILO-SOPHIE  
(ALL)

RM XSMART  
(ALL)

RM MEDIA-WORLD  
(ALL)

RM SHOP  
(SALES)



### REGISTER NOW!

Or online: [rubblemaster.com/de/services/rm-academy/](http://rubblemaster.com/de/services/rm-academy/)

We look forward to you taking part!

\*Training course times are Central European Time (CET and CEST).

COURSE NUMBER

## RM PHILOSOPHIE

#95000

**ALL** Welcome to the RM Family! Join us in this webinar to find out more about the RM philosophy. Find out why we decided to work with mobile crushers in the first place. Let us tell you the exciting story of a man with a vision and ignite your RM spirit.

### GOALS

- ✔ First impressions of the RM Group
- ✔ History of the RM Group
- ✔ RM Group values & vision

JAN	FEB	MAR	APR	MAY	JUN
		17.03.			
JUL	AUG	SEP	OCT	NOV	DEC
					18.12.

### INFO



9:00 - 9:30  
15:00 - 15:30



WEBINAR

DURATION

COURSE FORMAT

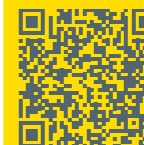
## RM MEDIAWORLD

#95001

**ALL** The advantages of RM Mediaworld are that it enables you and RM to exchange high volumes of data and it is very user-friendly. You can access important data such as instruction manuals, technical descriptions, photos, videos, brochures and much more at any time and from anywhere.

### GOALS

- ✔ How to successfully search for files in RM Mediaworld
- ✔ Upload and download
- ✔ Practical examples



### TO THE VIDEO!

Here you will find videos with practical examples. Simply scan the QR code to get started!

### INFO



15 MIN



ONLINE VIDEO

# RM PRODUCTS CRUSHER

#95002

**ALL** Thanks to our experience, expertise, courage and the relentless commitment to finding the best solution, we have developed an extensive product portfolio for mobile recycling and mobile stone processing. This online webinar teaches you the basics about the versatile, user-friendly and powerful RM crushers.

## GOALS

- ✔ Get to know the RM crusher product range
- ✔ Find out more about typical applications

JAN	FEB	MAR	APR	MAY	JUN
18.01.					
JUL	AUG	SEP	OCT	NOV	DEC
					01.12.

## INFO

9:00 - 10:00  
15:00 - 16:00



# RM PRODUCTS SCREENER

#95003

**ALL** RM relies greatly on highly trained salespeople worldwide to sell its products. The RM screen line training course provides sales staff with the necessary knowledge for different areas of application for RM screen line products and demonstrates the advantages and innovations.

## GOALS

- ✔ Overview of the RM range of screens
- ✔ Features & advantages of RM screens
- ✔ Standard tasks / applications
- ✔ Key points of each screen

JAN	FEB	MAR	APR	MAY	JUN
27.01.				10.05.	
JUL	AUG	SEP	OCT	NOV	DEC

## INFO

9:00 - 10:00  
15:00 - 16:00



# RM XSMART

#95007

**ALL** Machine owners, fleet managers, rental fleet managers and machine operators benefit from the RM XSMART digital technology platform. Find out more about the latest RM technology, providing an up-to-date overview of the machinery and valuable production data at any time. We will show you how the digital 24/7 assistant makes admin easier and servicing more efficient.

## GOALS

- ✔ Insight into fleet management
- ✔ Overview of Condition Monitoring
- ✔ Customer benefits

JAN	FEB	MAR	APR	MAY	JUN
	10.02.			05.04.	
JUL	AUG	SEP	OCT	NOV	DEC
		20.09.			

## INFO

9:00 - 10:00  
15:00 - 16:00



## RM SHOP

#95200

**SALES** We have developed the RM Shop so that you and your customers can order spare and wear parts as well as merchandising articles online quickly and easily 24 hours a day, 7 days a week. Get insights into the system and find out more about the numerous advantages our new platform offers you.

### GOALS

- ✔ Understanding the RM Shop and how to use it
- ✔ Advantages of online orders
- ✔ Practical examples
- ✔ Switching to RM Mediaworld for documentation

JAN	FEB	MAR	APR	MAY	JUN
			14.04.		
JUL	AUG	SEP	OCT	NOV	DEC
				08.11.	

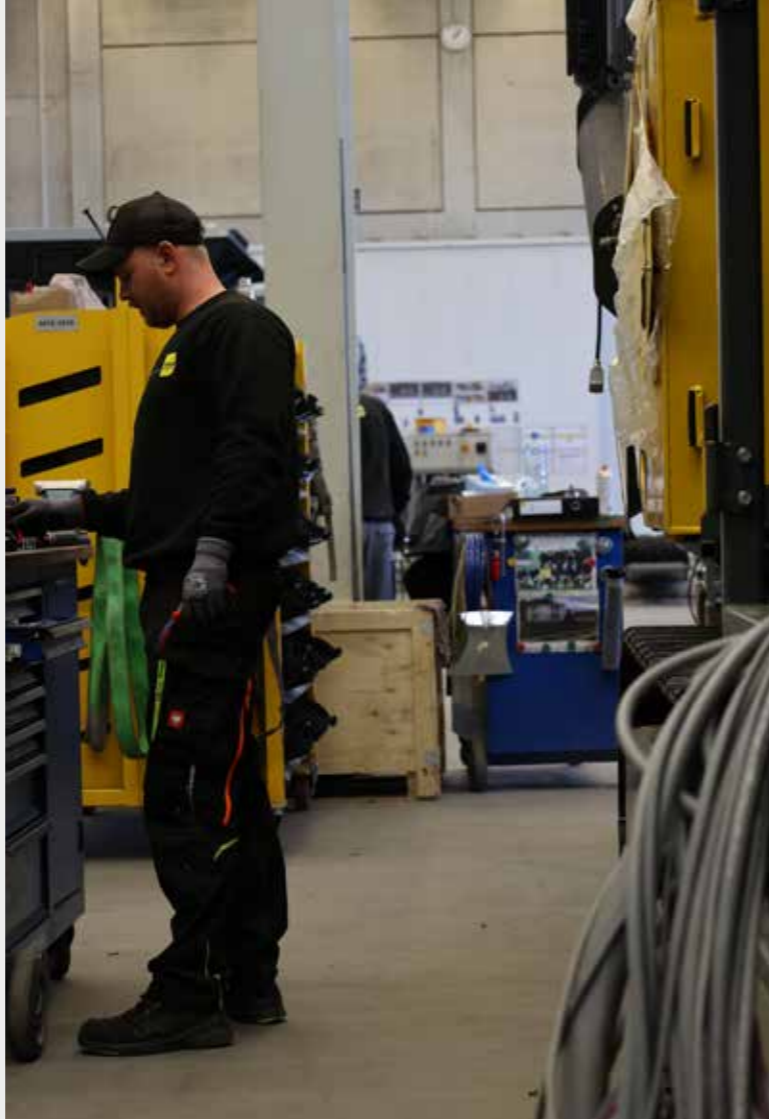
### INFO



9:00 - 10:00  
15:00 - 16:00



WEBINAR



## CRUSHER OPTIONS

#95008

**ALL** With numerous equipment options, RM offers its customers a huge range of capabilities to custom-equip their crushers to meet very precise specifications. Find out more about RM crusher options in the webinar - options that can be a deal maker for buyers.

### GOALS

- ✔ Options for RM crushers & their benefits
- ✔ Options for retrofitting

JAN	FEB	MAR	APR	MAY	JUN
25.01.					
JUL	AUG	SEP	OCT	NOV	DEC
					07.12.

### INFO



9:00 - 10:00  
15:00 - 16:00



WEBINAR

## SCREENER OPTIONS

#95009

**ALL** The versatile options and screen decks for RM screens let customers put together an optimum configuration. They ensure defined final aggregate and yield the highest earnings at the end of the value adding chain. Find out in this webinar how customers can optimise RM screens to meet their needs.

### GOALS

- ✔ Options for RM screens & their benefits
- ✔ Options for retrofitting

JAN	FEB	MAR	APR	MAY	JUN
	03.02.			17.05.	
JUL	AUG	SEP	OCT	NOV	DEC

### INFO



9:00 - 10:00  
15:00 - 16:00



WEBINAR



# CRUSHER USPS

#95005

**ALL** RM products stand for quality and innovation. Thanks to RM innovations it is possible for the customers to create advantages by using RM machines. The RM crusher USPs webinar highlights the uniqueness and innovative strength of RM crushers. It gives salespeople the right tools to introduce the customer to the world of RUBBLE MASTER.

## GOALS

- ✔ Advantages of RM crushers over the competition
- ✔ Insights into the product development of the global market leader
- ✔ Get to know the RUBBLE MASTER crusher concept

JAN	FEB	MAR	APR	MAY	JUN
20.01.					
JUL	AUG	SEP	OCT	NOV	DEC
					06.12.

## INFO

🕒 9:00 - 10:00  
15:00 - 16:00

💻 WEBINAR



# SCREENER USPS

#95006

**ALL** RM screens stand for robustness and easy handling. They are the perfect match for our mobile crushers. The RM screen USPs webinar highlights the quality and innovative strength of RM screens. It provides salespeople with the information they need to convince customers from all over the world of the advantages of the RM brand.

## GOALS

- ✔ Overview of the RM range of screens
- ✔ Features & advantages of RM screens
- ✔ Machine combinations & hybrid screens

JAN	FEB	MAR	APR	MAY	JUN
	01.02.			12.05.	
JUL	AUG	SEP	OCT	NOV	DEC

## INFO

🕒 9:00 - 10:00  
15:00 - 16:00

💻 WEBINAR

# MEDIUM LEVEL RM ACADEMY

**WELCOME TO THE RM FAMILY!** Are you new to RM Family and would like to gather helpful introductory information about our products and services? Welcome to Base Level! Our introductory courses at Base Level are designed to support you on your path to success right from the start. These courses introduce you to our product range and the RM corporate culture so you can get to know the RM environment.

MEDIUM LEVEL



ADVANCED  
LEVEL



### REGISTER NOW!

Or online: [rubblemaster.com/de/services/rm-academy/](http://rubblemaster.com/de/services/rm-academy/)

We look forward to you taking part!

\*Training course times are Central European Time (CET and CEST).

COURSE NUMBER

## RM GO! PRINCIPLE

#96000

**ALL** The unique, innovative RM GO! principle stands for: simplicity and efficiency in every move, in every step. Following the principle - Buy. Start. Earn money. - RM crushers and screens work for success from the very first hour and open up new business perspectives. Find out more about the famous RM GO! principle, which is still part of the RM product philosophy.

### GOALS

- ✔ User friendliness of RM products
- ✔ RM core topics in the development of crushers & screens



### RM PODCAST!

Our latest podcast on the RM GO! principle will be available soon using the following QR code!

### INFO



PODCAST WITH HARALD WINDNER

## RM BUSINESS MODEL #96209

**SALES** Features and options do not sell machines. The best product will not sell if the customer does not understand its benefits. In this webinar you will find out more about our customers, how to discover what they need, and how to sell them the RM business model.

### GOALS

- ✔ Understanding customer segments
- ✔ Understanding customer needs by asking the right questions
- ✔ Ability to sell the RM business model

JAN	FEB	MAR	APR	MAY	JUN
					21.06.
JUL	AUG	SEP	OCT	NOV	DEC
			18.10.		

### INFO



9:00 - 10:00  
15:00 - 16:00



WEBINAR

DURATION

COURSE FORMAT

RUBBLEMASTER.COM

19

# RM HYBRID TECHNOLOGY

#96203

**SALES** Find out more about RM hybrid technology that combines two efficient drives in one machine. See how ROI calculations work and let us show you valuable USPs that will help you boost your sales.

## GOALS

- ✔ Understanding RM hybrid technology
- ✔ USPs of RM hybrid machines
- ✔ ROI calculation

JAN	FEB	MAR	APR	MAY	JUN
	22.02.				
JUL	AUG	SEP	OCT	NOV	DEC
					15.12.

## INFO

9:00 - 10:00  
15:00 - 16:00



# RM NEXT + RM 120X #96204

**SALES** We present the RM NEXT product philosophy. Take this opportunity to find out more about the RM 120X, the first crusher of the NEXT generation and a milestone in the history of crushing and screening.

## GOALS

- ✔ Information on the RM NEXT product philosophy
- ✔ Technical details of the RM 120X
- ✔ Operations Assist, RM XSMART and Performance Indicator

JAN	FEB	MAR	APR	MAY	JUN
		08.03.			
JUL	AUG	SEP	OCT	NOV	DEC
				29.11.	

## INFO

9:00 - 10:00  
15:00 - 16:00



# PRE-SCREENING #96200

**SALES** RUBBLE MASTER offers customers a selection of equipment options to fine-tune their RM machines to specific applications. That is why there are four different versions of pre-screens to ensure customers can produce the best working results in the most efficient way. Find out more in the pre-screening webinar.

## GOALS

- ✔ Knowledge of the four pre-screening systems
- ✔ Knowledge of the different types of application
- ✔ The key selling points

JAN	FEB	MAR	APR	MAY	JUN
		01.03.			
JUL	AUG	SEP	OCT	NOV	DEC
					13.12.

## INFO

9:00 - 10:00  
15:00 - 16:00



# CRUSHER TRAINS

#96201

**SALES** Machines from the RM product family can be combined to configure RM processing lines. The jaw crusher is the latest addition to the RM product range and, together with RM crushers and screens, enables us to offer lines that deliver a complete solution for mobile processing. This webinar gives you an overview of specific customer solutions and machine combinations.

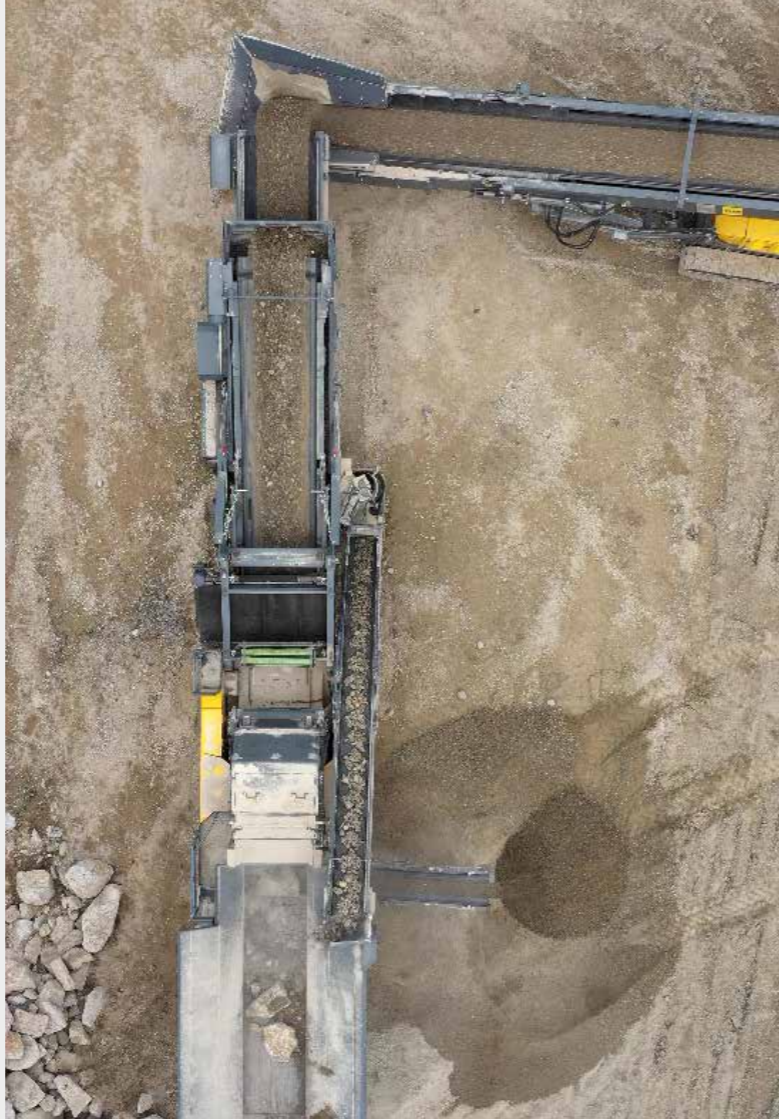
## GOALS

- ✔ Machine combinations
- ✔ Applications for RM processing lines
- ✔ From crusher to processing line

JAN	FEB	MAR	APR	MAY	JUN
				24.05.	
JUL	AUG	SEP	OCT	NOV	DEC
		08.09.			14.12.

## INFO

🕒 9:00 - 10:00 🖥️ WEBINAR



# START CRUSHER

#96500

**ALL** The START Crusher webinar provides operators and service technicians with information on the components and features of crushers in the RM product range. We show you how to use different remote controls, engage and disengage the clutch, and how to operate the crawler gear.

## GOALS

- ✔ Detailed information on components and functions
- ✔ How to operate RM crushers and tracking
- ✔ Opening and adjusting the crushing gap
- ✔ New RM NEXT generation display
- ✔ Multifunctional cable remote control

JAN	FEB	MAR	APR	MAY	JUN
					02.06.
JUL	AUG	SEP	OCT	NOV	DEC

## INFO

🕒 9:00 - 9:30  
15:00 - 15:30 🖥️ WEBINAR

# START SCREENER

#96501

**ALL** The START Screener webinar contains important information for service technicians and operators. If you would like to find out more about the components and functions on RM screens, this is the webinar for you! We show you how to use different types of screen and how to operate the crawler gear.

## GOALS

- ✔ Detailed information on screen components and functions
- ✔ How to operate RM screens
- ✔ Tracking

JAN	FEB	MAR	APR	MAY	JUN
					02.06.
JUL	AUG	SEP	OCT	NOV	DEC

## INFO

🕒 9:30 - 10:00  
15:30 - 16:00 🖥️ WEBINAR

## SERVICE CRUSHER

#96502

**TECHNICIANS** This webinar is designed for machine operators and service technicians. Information is provided on belt tracking as well as how to change conveyor belts and hammers safely. There is also an overview of maintenance routines to be carried out every day and once a week.

### GOALS

- ✔ Belt tracking & crushing box
- ✔ Valuable tips for daily checks
- ✔ Weekly service check agenda
- ✔ Tips for replacing hammers and conveyor belts

JAN	FEB	MAR	APR	MAY	JUN
					09.06.
JUL	AUG	SEP	OCT	NOV	DEC

### INFO

🕒 9:00 - 9:30  
15:00 - 15:30



WEBINAR

## SERVICE SCREENER

#96503

**TECHNICIANS** This webinar contains essential information for service technicians and operators. If you would like to find out more about setting up the belt tracking correctly on your RM screen, this is the webinar for you. We also show you how to perform daily checks on your RM screen.

### GOALS

- ✔ Introduction to working on RM screens
- ✔ Correct belt tracking
- ✔ Valuable tips for daily checks

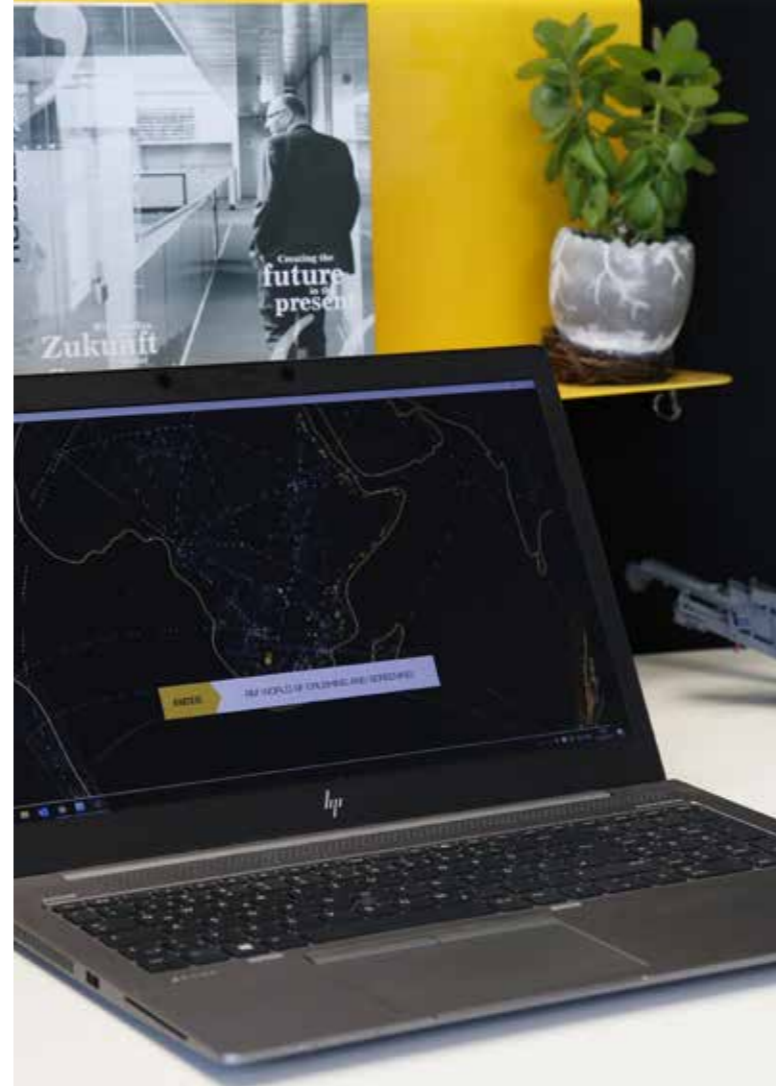
JAN	FEB	MAR	APR	MAY	JUN
					09.06.
JUL	AUG	SEP	OCT	NOV	DEC

### INFO

🕒 9:30 - 10:00  
15:30 - 16:00



WEBINAR



## RM COCKPIT

#96207

**SALES** The RM Cockpit is a multimedia tool that helps you present RM Group and its products and services. It provides a guide to the key topics we want to communicate about RM Group and is designed to be used by all sales partners for presentations to customers. This course provides an overview of how to access the cockpit, its contents, processes, and how to use it.

### GOALS

- ✔ Introduction to the contents of the RM Cockpit
- ✔ Tips for company & product presentations
- ✔ Information on contact for feedback

JAN	FEB	MAR	APR	MAY	JUN
		15.03.		31.05.	
JUL	AUG	SEP	OCT	NOV	DEC
	25.08.				

### INFO

🕒 9:00 - 9:30  
15:00 - 15:30



WEBINAR

# HELP CRUSHER

#96504

**TECHNICIANS** The HELP Crusher webinar gives service technicians and operators useful information on possible error messages, so that you can respond quickly in the event of a malfunction. The presenters explain the fault code system and give tips on how to deal with the most common error messages. Manual regeneration of the exhaust post treatment system is also addressed in the webinar.

## GOALS

- ✔ Error code display
- ✔ How to handle malfunctions on site
- ✔ Resettable and non-resettable error codes
- ✔ Manual regeneration of the exhaust post treatment system

JAN	FEB	MAR	APR	MAY	JUN
					14.06.
JUL	AUG	SEP	OCT	NOV	DEC

## INFO



9:00 - 9:30  
15:00 - 15:30



WEBINAR



# HELP SCREENER

#96505

**TECHNICIANS** The HELP Screener webinar contains essential information for service technicians and operators. The aim of the webinar is to help participants understand error codes and respond to them in the right way, so that they are best prepared for any incidents that may occur during operation.

## GOALS

- ✔ Understanding the error code display
- ✔ How to handle malfunctions on site

JAN	FEB	MAR	APR	MAY	JUN
					14.06.
JUL	AUG	SEP	OCT	NOV	DEC

## INFO



9:30 - 10:00  
15:30 - 16:00



WEBINAR

# SERVICE EXPERT CRUSHER

#96506

**TECHNICIANS** Service Expert Crusher classroom training is designed for service technicians. It is a continuation of the START Crusher, SERVICE Crusher and HELP Crusher webinars. Participants receive information on the configuration, service activities, electrics and hydraulics of the machine. This training is required to gain authorisation to service RM machines.

## GOALS

- ✔ Understanding RM systems
- ✔ Provides necessary know-how for servicing machines

JAN	FEB	MAR	APR	MAY	JUN
		29. - 31.03.			
JUL	AUG	SEP	OCT	NOV	DEC

## INFO

🕒 9:00 - 16:00 📍 RM ACADEMY

# SERVICE EXPERT SCREENER

#96507

**TECHNICIANS** Service Expert Screener classroom training is aimed at service technicians. It builds on the START Screener, SERVICE Screener and HELP Screener webinars. The participants receive information on the configuration, service activities, electrics and hydraulics of the screens. This training is required to gain authorisation to service RM screens.

## GOALS

- ✔ Understanding of RM screens
- ✔ Provides necessary know-how for servicing machines

JAN	FEB	MAR	APR	MAY	JUN
			06.04. 07.04.		
JUL	AUG	SEP	OCT	NOV	DEC

## INFO

🕒 9:00 - 16:00 📍 RM ACADEMY



# OPERATOR TRAINING #96508

**TECHNICIANS** During this 2-day course your machine operators receive the best training for handling our RM products. We provide you with the knowledge of crushers and the additional and add-on equipment available. This training also includes a machine demonstration. Immerse yourself in the world of RUBBLE MASTER - we look forward to welcoming you to RM headquarters.

## GOALS

- ✔ Process technology in the RM product range
- ✔ Detecting errors and troubleshooting
- ✔ Principles of electric and hydraulic systems

JAN	FEB	MAR	APR	MAY	JUN
				18. - 19.05.	22. - 23.06.
JUL	AUG	SEP	OCT	NOV	DEC

## INFO

🕒 9:00 - 16:00 📍 RM ACADEMY

# ADVANCED LEVEL RM ACADEMY

**BECOME AN RM EXPERT!** Your thirst for knowledge knows no limits and you would like to learn much more about our products and services to boost your sales figures and carry out service calls even more effectively? Our Advanced Level courses will help you do just that!

We prepare content with added value specifically for you and your customers to support you on your path to success.

ADVANCED LEVEL



## PROFESSIONAL LEVEL

SERVICE  
PROFESSIONAL  
(TECHNICIANS)

SPARE  
PARTS  
(TECHNICIANS)



### REGISTER NOW!

Or online: [rubblemaster.com/de/services/rm-academy/](http://rubblemaster.com/de/services/rm-academy/)

We look forward to you taking part!

\*Training course times are Central European Time (CET and CEST).

## RENTAL SERVICE

COURSE NUMBER

# 97200

**SALES** One of the most successful sales channels for RM is providing products through a rental fleet. The RM Rental Service training course explains the hurdles, advantages and background knowledge for the successful operation of a crusher and screen rental fleet.

### GOALS

- ✔ Advantages of operating a rental fleet
- ✔ Setting up and implementing a rental fleet
- ✔ Handing over, returning & invoicing rental fleet machines

JAN	FEB	MAR	APR	MAY	JUN
		24.03.			
JUL	AUG	SEP	OCT	NOV	DEC

### INFO



9:00 - 10:00  
15:00 - 16:00



WEBINAR

DURATION

COURSE FORMAT

## XPERT TALKS

#97206

**SALES** RM Group has a great deal of expert knowledge on the various topics of material processing and mobile recycling. Xpert Talks give you a general overview of topics such as drive systems and the various crushing technologies. In addition, our experts are available to answer your questions.

### GOALS

- ✔ Gain information on material processing topics
- ✔ Your questions answered by experts
- ✔ Overview of different systems and technologies



### RM XPERT TALKS!

Check our website for the forthcoming dates of the XPERT TALKS.



# BUSINESS EXPERTS SEMINAR

#97201



**SALES** Register now for our 2-day Business Experts Seminar to get detailed info on topics such as the Buying Centre and the business and financing model. We also show you how to operate your rental fleet successfully and put together attractive offers and specifications.

## GOALS

- ✔ Overview of the sales process
- ✔ Customer segment information needs
- ✔ Calculation models for rental fleets
- ✔ Specifications

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC
06.07. 07.07.					

## INFO

 9:00 - 16:00  RM ACADEMY

# APPLICATION EXPERTS SEMINAR

#97202



**SALES** Our 2-day Application Experts Seminar gives salespeople in-depth knowledge of RM process technology for crushers and screens. RM experts answer your questions about tool wear, crushing boxes, crusher settings, screening curves, screen decks, grain shape, and much more. A live demo show is included, wherever possible.

## GOALS

- ✔ Sound knowledge of RM crushing technology
- ✔ In-depth knowledge of RM screening technology

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC
13. - 14.07.					

## INFO

 9:00 - 16:00  RM ACADEMY



# PRODUCT EXPERT SEMINAR

#97203

**SALES** Get professional training tailored to your salespeople during this 3-day course, based on specific knowledge of crushers and screens. Find out more about typical applications and expectations in terms of throughput, final aggregate and more.

## GOALS

- ✔ Knowledge of crushers (impact and jaw)
- ✔ Incline screens, scalpers, drum screeners & stackers

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC
				22. - 24.11.	

## INFO

 9:00 - 16:00  RM ACADEMY

# SPARE PARTS PROCESS

# 97507

**TECHNICIANS** In the Spare Parts Process webinar, sales partners find out how to use our spare parts catalogue and work out which items need to be kept in stock. A technical introduction to crushers and screens is also part of the webinar.

## GOALS

- ✔ Customer advisory skills relating to spare parts
- ✔ Spare parts planning and management

JAN	FEB	MAR	APR	MAY	JUN
			12.04.		
JUL	AUG	SEP	OCT	NOV	DEC
				10.11.	

## INFO

🕒 9:00 - 10:00  
15:00 - 16:00



# PARTS

#97512

**TECHNICIANS** RM stands for more than innovative products. RM also stands for excellent service. The RM Parts training course ensures that sales partners understand the requirements of the crushing and screening industry and are able to promptly provide customers with the spare parts and wear parts they need.

## GOALS

- ✔ Wear parts management and spare parts order processing
- ✔ Extensive knowledge of replacement parts and stock items
- ✔ Spare parts planning and calculations
- 💡 **DATES** Please contact RM Academy if you would be interested in this course; we can also arrange dates for the course to be held where you are.



## INFO

WORKSHOP MIT HARALD KUSSEGG

🕒 4 HOURS

# SERVICE PROFESSIONALS

#97511

**TECHNICIANS** Service Professionals classroom training is aimed at service technicians and their experience with crushers and screens. The participants receive information on known RM bugs, common errors, as well as tips on how to avoid them and how to deal with them in the best possible way in the first case.

## GOALS

- ✔ RM bugs on crushers and screens
- ✔ Discussion about each participant's process experience

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC
			11. - 13.10.		

## INFO

🕒 9:00 - 16:00

📍 RM ACADEMY



# FEEDBACK ON WHAT WE OFFER

Your opinion is important to us and contributes to the ongoing development of RM Academy content.

Simply scan the QR code to provide feedback online.

Many thanks!

**RM FEEDBACK!**  
Use the QR code to go directly to the feedback form, fill it out and send it.

# RM ACADEMY KNOWLEDGE FROM THE PROFESSIONALS

## Presenters



Philipp Ackerl  
After Sales



Lucia Kroiss  
Product Management



Rene Bognermayr  
After Sales



Philipp Zauner-Brutter  
Marketing



Tanja Kobler  
Marketing



Harald Kussegg  
Parts



Philipp Plank  
Product Management



Christian Prieschl  
Product Management

## Presenters



Daniel Zitta  
Product Management



René Wagner  
Sales/Marketing



Harald Windner  
Sales

## Organisation



Julia Wolfschütz  
RM Academy



Lisa Praunhofer  
RM Academy



Charline Nusime  
Graphic Design



Jenny Roth  
Graphic Design

## CALENDAR

LEVEL	NUMBER	COURSE NAME	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
B	95000	RM Philosophy			17.03.									
B	95002	RM Products   Crusher	18.01.											01.12.
B	95003	RM Products   Screener	27.01.				10.05.							
B	95007	RM XSMART		10.02.		05.04.					13.09.			
B	95200	RM Shop				14.04.						08.11.		
B	95008	Crusher Options	25.01.											07.12.
B	95009	Screener Options		03.02.			17.05.							
B	95005	Crusher USPs	20.01.											06.12.
B	95006	Screener USPs		01.02.			12.05.							
M	96209	RM Business Model						21.06.				18.10.		
M	96203	RM Hybrid Technology		22.02.										15.12.
M	96204	RM NEXT + RM 120X			08.03.								29.11.	
M	96200	Pre-Screening			01.03.									13.12.
M	96201	Crusher Trains					24.05.				08.09.			
M	96500	START Crusher						02.06.						
M	96501	START Screener						02.06.						
M	96502	SERVICE Crusher						09.06.						
M	96503	SERVICE Screener						09.06.						
M	96207	RM Cockpit			15.03.		31.05.			25.08.				
M	96504	HELP Crusher						14.06.						
M	96505	Help Screener						14.06.						
M	96506	Service Expert Crusher			29. - 31.03.									
M	96507	Service Expert Screener				06.04. 07.04.								

LEVEL	NUMBER	COURSE NAME	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
M	96508	Operator Training					18. - 19.05.	22. - 23.06.						
A	97200	Rental Service			24.03.									
A	97201	Business Expert Seminar							06.07. 07.07.					
A	97202	Application Experts Seminar							13. - 14.07.					
A	97203	Product Expert Seminar										22. - 24.11.		
A	97507	Spare Parts Process				12.04.							10.11.	
A	97511	Service Professionals										11. - 13.10.		

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**ACADEMY**



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