

# **Hytrol Sliding Shoe Sortation Certification Program**

*Phillip Poston  
Chief Development Officer*

# Customer Training Academy



Maximizing  
Expertise &  
Relationships w/  
Guided  
Education



# Installation & Service Certification Challenge

We believe we can decrease challenges we experience in the field by developing a standardized certification to teach best practices and validate the skills of technicians who install and service our sliding shoe sortation products.







# Benefits of the Sliding Shoe Sorter Certification Program

Establishing OEM standards for Hytrol service will strengthen customer and partner confidence and result in:

- Better technician development and retention
- More consistent installation and service quality
- Increased uptime
- Lower overall service costs

# Program Objectives

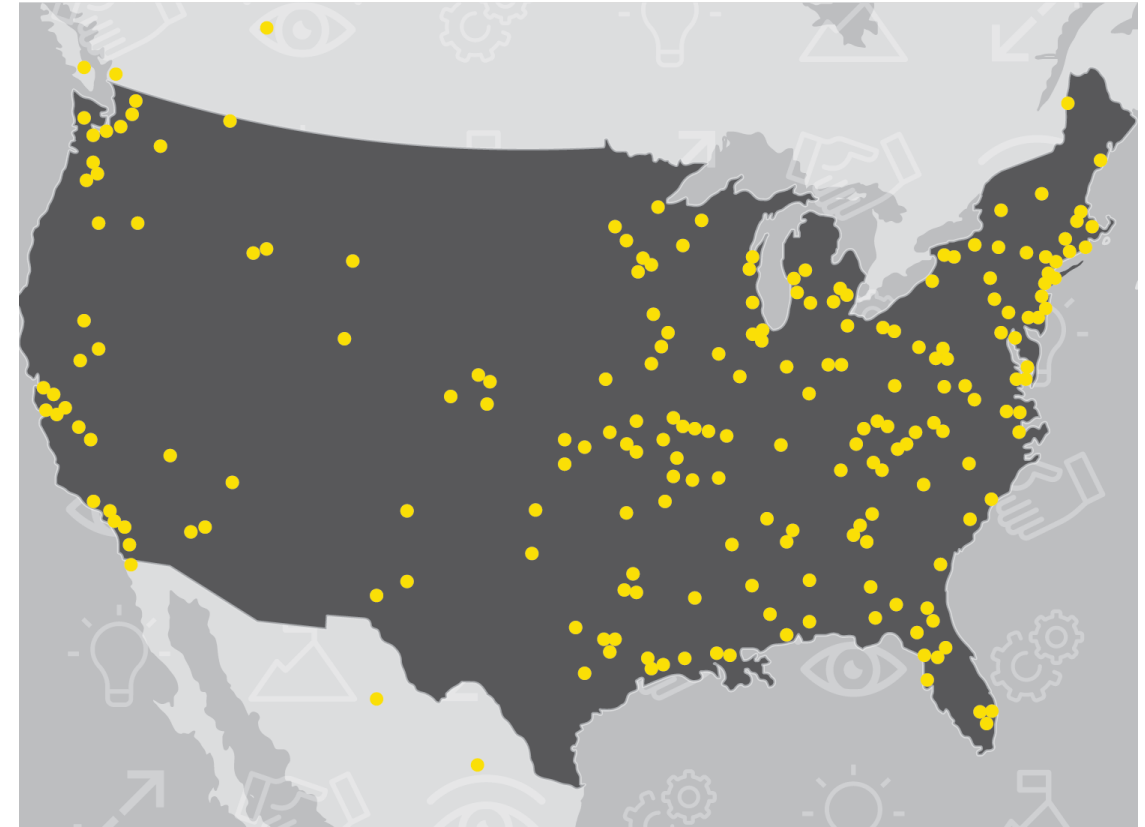
- Standardized installation process\*
- Increased availability of equipment
- Reduced T&E for Partners & Hytrol
- Enhanced technical skills
- Increased sales
  - More Hytrol sortation jobs awarded
- “Certified” talent pool network
  - Possibly supplement Hytrol field services



\*Some aspects will be excluded from the program due to codes and other location specific aspects of installation.

# Audience

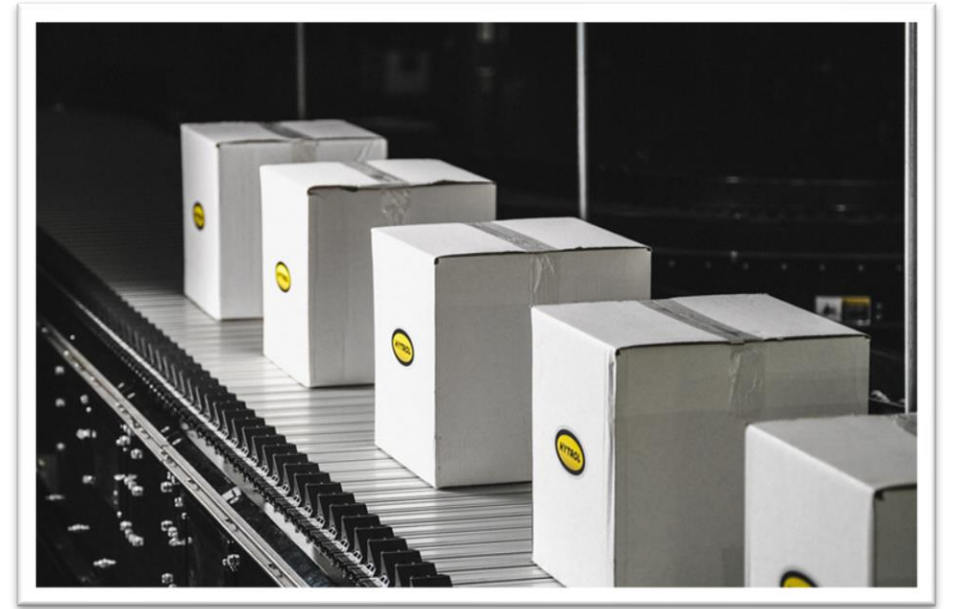
- Integration Partners
- Supported by IPs:
  - End Users
  - Installers / Service Technicians
- Hytrol Employees





# Models

- ProSort 1100 Series

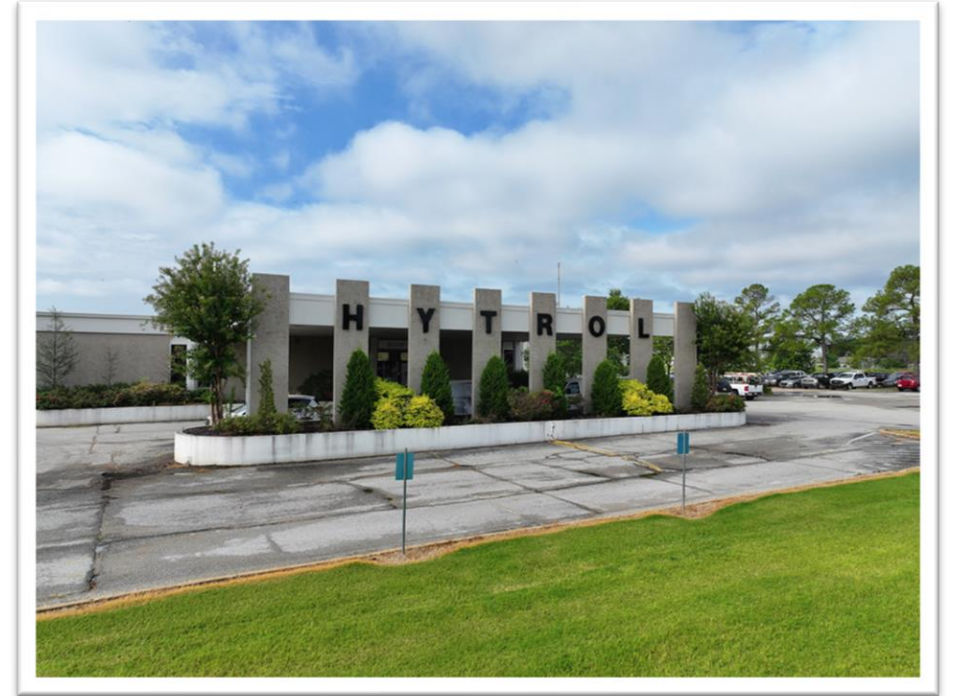


- ProSort 1400 Series

# Training Details

- *Logistics*

- Hytrol's Jonesboro location
- 34 hours of blended classroom and hands-on training
- 4 hours of knowledge and skill assessments





# Training Details

- ***Prerequisites***

Must have attended (one of these):

- Systems Maintenance Seminar within the past 2 years
- Systems Maintenance outside of 2 years and verifiable continued field service work



**SYSTEMS MAINTENANCE NO. 1 • AUGUST 10 – 12, 2015**  
Hytrol Conveyor Company, Inc. • Jonesboro, Arkansas

# Customer Training & Certification Lead



- **Juan Tapia**

- 10 years with Hytrol
- Customer Training for over 7 years
  - Customer Training Specialist
  - Customer Training Supervisor

# Slide Shoe Sortation Certification Program Assessment (#1 of 2)

- ***Knowledge Assessment***

- A comprehensive 50 multiple-choice questions end of class exam measuring the knowledge retention of all participants.
- Must obtain an 85% or better to pass



# Slide Shoe Sortation Certification Program Assessment (#2 of 2)

- ***Skills Assessment***

- A series of technical drills will be administered to measure the participant's ability to safely, proficiently, and successfully complete system installation and maintenance functions.
- Must obtain an 85% or better to pass



# ***Success Metrics***

- 85% of all participants pass
- 50 certified Sliding Shoe Sortation Program participants in year one
- 10% reduction in the sliding shoe sortation field service calls / rapid response teams

# Certification Award

- Successful participants who complete the course will receive a Hytrol Sliding Shoe Sortation Program Certificate valid for 2 years
  - Assuming all certification obligations are met and maintained
- Field certificate will also be issued
- Certification renewal will consist of:
  - Continued education (CEU) requirements
  - Re-examination prior to expiration date
  - Surveying of a specific number of jobs
- Certification is for the individual recipient and remains with them for the 2 years (and lifecycle if renewed)



# Certification Benefits & Cost

- ***Benefits***

- Ability to represent yourself as a certified OEM installer and service technician on specific Hytrol sliding shoe sortation products
- Opportunity to represent Hytrol in field services calls and trouble shooting

- ***Cost***

- \$3,000 per participant (Target Launch is March 9<sup>th</sup>-13<sup>th</sup>, 2026)

**QUESTIONS?**