



**KOMATSU**

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# TIMES

ATC Contest 2013

# 6th European Advanced Technical Contest

On October 10 2013, top mechanics, field service engineers and Parts and Service Sales Representatives (PSSR) from Komatsu Distributors across Europe gathered at the Komatsu Europe Utility facilities in Este, Italy to participate in this year's European Advanced Technical Contest (ATC), organized by Komatsu Europe International.

Every year since the contest was re-launched in 2007, the ATC encourages Komatsu technicians to improve both their diagnostic and communication skill levels by testing their product knowledge and troubleshooting expertise in several individual and team competitions.

The ATC underlines the necessity for continuous high level training in the latest technologies for a more accurate and faster troubleshooting, which in turn reduces the down time and repair costs of Komatsu machines.

The event is widely recognized as a strong motivator for Komatsu technicians; it helps them to improve their capabilities and offers recognition for their outstanding skills in overcoming the difficulties encountered on a job site.



Concentrated contestants receive their initial briefing.

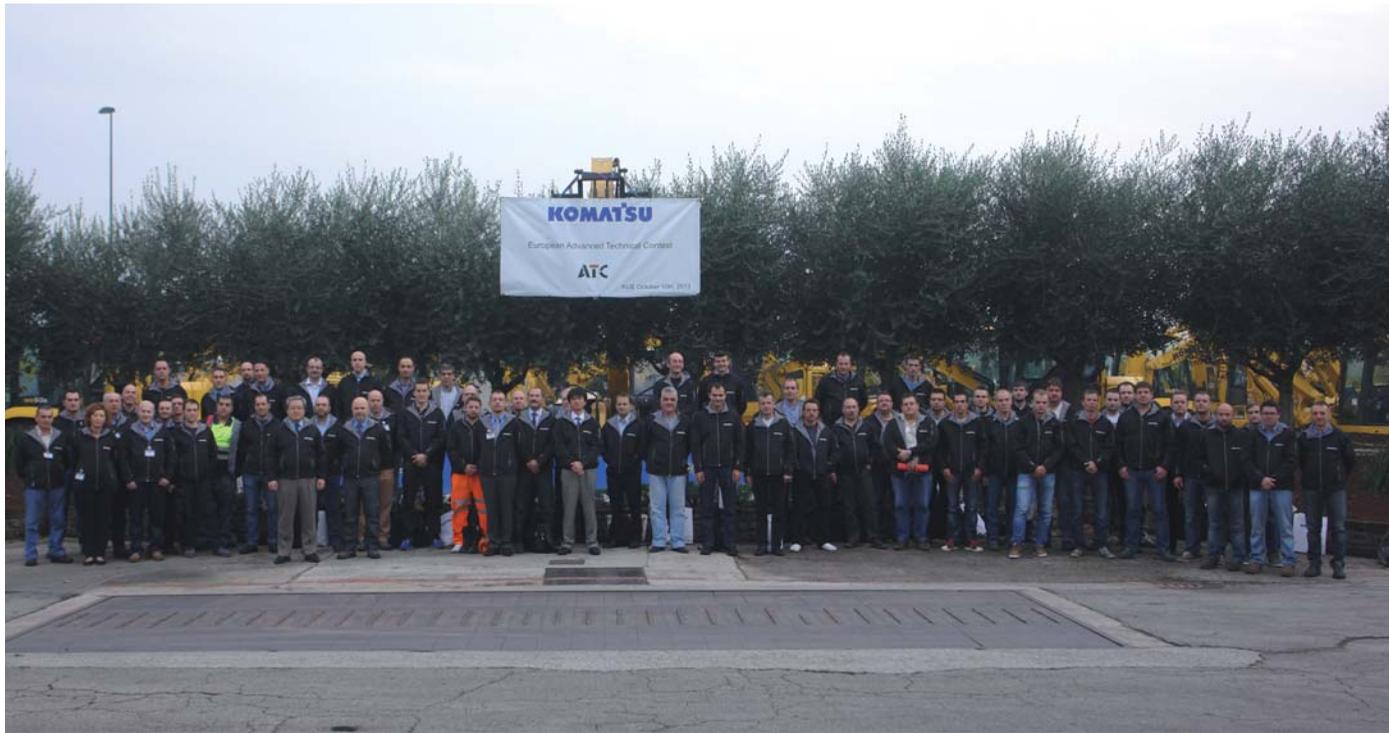


Finding a hidden bug isn't always easy - even for highly qualified Komatsu technicians .

And, ultimately, everyone benefits from these improved technical skills: the technicians and their distributors and of course all Komatsu customers.

This year, the ATC competition included 29 contestants and was divided in three categories.

After a written test to evaluate the participants' theoretical knowledge, the first practical exam



The 2013 ATC team .

was the troubleshooting of a WB93R-5 backhoe loader, in 55 minutes or less. The specialized mechanics and field service engineers were judged on their technique and speed, while they quickly worked on detecting a failure which had been built into the machine.

In the second contest; PSSRs from distributors competed against each other in a 25 min. Walk Around Inspection (WAI) of a used D61EX-15 dozer. Each contestant's product knowledge and the accuracy of their recommendations for repairs and maintenance were carefully evaluated.



Some received special recognition, but everyone was a winner.

Finally, in the last part, which also included a preliminary written test, contestants had 45 minutes to repair or replace subcomponents on a WB93R-5 backhoe loader. They were evaluated on speed and their capability to correctly perform repairs.

All through these contests, Komatsu judges assessed individual communication skills and knowledge of safety procedures. The contestant's ability to interact with the customer was an all-important criteria.

In 2013, the ATC was again a great success. Contestants enjoyed the opportunity to show their skills in a tough competition, with very high standards.

It was also an opportunity for many technicians to share their knowledge and ideas. They now have an additional resource or contact to help them with future problems.

And, most of all, everyone comes out a winner.



# ATC

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