

Crown Equipment Extends Forklift Service Technician Training Program to Canada

29 April 2015 by CROWN

Crown Equipment Corporation, one of the world's largest material handling companies, and Ryder Material Handling, part of Crown's global distribution network, have introduced Crown's Demonstrated Performance™ (DP) Service Technician Training Program in Canada.

Housed at Ryder's Mississauga, Ontario, facility, the training center offers more than 2,800 square feet of traditional classroom and warehouse space for hands-on practice. Ryder's team of technical trainers worked closely with staff at Crown's regional training facilities to learn about the Crown DP service technician training model, which incorporates hands-on instruction, small class sizes and ongoing instructor feedback to help ensure each student understands Crown forklifts and develops the necessary skills to be qualified service technicians.

"This new training program is an investment in our employees and in our customers," said Vanessa Hayward, vice president for people services, Ryder Material Handling. "The Crown DP service technician training program empowers our technicians to provide quick, accurate troubleshooting and service, especially for our customers operating in diverse environments where maintenance-related downtime can be an issue. We're looking forward to training all of our service technicians through this program in the coming year."

Ryder held its first DP training class April 13 and expects to train more than 100 service technicians in 2015.

"Crown's global goal is to provide exceptional customer care and service," said Jim Mozer, senior vice president, Crown Equipment. "Implementing a training program in Canada through our relationship with Ryder Material Handling is a natural way of ensuring Crown customers across North America have access to the service they need to be as efficient and productive as possible."

Crown has also partnered with Momatt, an authorized Crown Lift Trucks dealer with 12 branches and five service centers in Mexico, to launch a DP service technician training program in that country.

Crown offers comprehensive forklift operator and service technician training programs to promote safety and improve productivity. More than 1,800 service technicians are trained each year at Crown's regional training facilities in California, Georgia, Illinois, Massachusetts, Ohio and Texas. Learn more at

<http://www.crown.com/usa/train/>.

Source: ORCA Affairs GmbH; Crown Gabelstapler GmbH & Co. KG