



# Product Training

— Abstract—

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## Product Training Abstract

### **Statement of Purpose:**

To provide a comprehensive introduction of Safety-Kleen's products and services.

### **Target Audience:**

The target audience is defined as newly hired Safety-Kleen employees at corporate and branch locations.

### **Proposed Delivery Method:**

CD-ROM based CBT, tracking of completion on a local PC; successful completion is certified via certificate.

### **Estimated Duration:**

110 -150 Minutes

### **Training Objective:**

By the end of this module, the participant will be able to describe Safety-Kleen's core products and services and will be able to associate those products and services with their typical application across Safety-Kleen's customer segments.

## **Covered Topics:**

### **Overview**

#### **Objective:**

Upon successful completion of this topic, the participant will be able to navigate the CBT, describe the topics and learning objectives covered by this module, and have gained an understanding of the expectations placed on the participant.

#### **Subtopics:**

- Navigation through the CBT
- Introduction to Product Training
- Overview of Safety-Kleen's customer segments
- Introduction to Safety-Kleen's core product areas
- Participant expectations

#### **Estimated completion time:**

5-8 Minutes

## **Safety-Kleen's Customer Segments**

### **Objective:**

At the end of this topic, the participant will be able to describe what customer segments are, how they relate to Safety-Kleen's products and services and be able to explain how Safety-Kleen uses them.

### **Subtopics:**

- Introduction to Customer Segments
- Segment Description
- Review

### **Estimated completion time:**

10-15Minutes

## Parts Washers

### Objective:

Upon completing this topic, the participant will be able to provide an overview of Safety-Kleen's parts washer business. Furthermore the participant will be able to recognize the different types of parts washers that are offered by Safety-Kleen and describe their properties, functionality, and the services we provide in this line of business. Finally, the participant will be able to identify customer profiles and possible applications for each parts washer model.

### Subtopics:

- Introduction & History
- Solvent-based Model XX
  - Looks & Description
  - Application & Customer profile
- Aqueous-based Model XX
  - Looks & Description
  - Application & Customer profile
- Ultrasonic Model XX
  - Looks & Description
  - Application & Customer profile
- Abrasive (Blasting) Model XX
  - Looks & Description
  - Application & Customer profile
- EAC
  - Description of Service
- Review
- Knowledge Check

### Estimated completion time:

45-60 Minutes

## **Oil Services**

### **Objective:**

By the end of this topic, the participant will be able to describe Safety-Kleen's Oil Services and the waste handled by this line of business. Additionally, participants will be able to recognize applications and typical customers for this service.

### **Subtopics:**

- Description
- Applications and Customer profile
- Review
- Knowledge Check

### **Estimated completion time:**

10-15 Minutes

## **Vacuum Services**

### **Objective:**

By completing this topic, the participant will be able to describe the services offered by Safety-Kleen's Vacuum Services and be able to demonstrate which type of business benefits from this service.

### **Subtopics:**

- Description
- Applications and Customer profile
- Review
- Knowledge Check

### **Estimated completion time:**

10-15 Minutes



## **Containerized Waste Services**

### **Objective:**

On completing this topic, the participant will be able to describe the different services offered by Safety-Kleen's Containerized Waste Services (CWS). Additionally, the participant will be able to identify what types of businesses represent target customers for this service.

### **Subtopics:**

- Description
- Applications and Customer profile
- Review
- Knowledge Check

### **Estimated completion time:**

10-15 Minutes

## **Other Products & Services**

### **Objective:**

On completing this topic, the participant will be able to provide an overview of other products and services offered by Safety-Kleen.

### **Subtopics:**

- Introduction
- PIG - What is it, what for, who might use it
- APS - What is it, what for, who might use it
- EMS - What is it, what for, who might use it
- Review

### **Estimated completion time:**

10-15 Minutes

## **Knowledge Check**

**Objective:**

Upon successful completion of the comprehensive exam, the participant will have demonstrated his or her ability to use the newly acquired knowledge and understanding of the covered subjects in the daily work environment.

**Estimated completion time:**

20-25 Minutes