

ABB Power Care – 1. Skills Development Services

1.3 Coaching services

In ABB Low Voltage Service coaching services, our experts partner with engineering and maintenance managers to implement strategies to develop personnel skills.

In many cases, customer maintenance managers have the vital responsibility of ensuring skill and performance development of their field engineers and technicians. Coaching service programs by ABB Low Voltage Service are delivered on-the-job at customer facilities, where an ABB Service representative works with the customer's personnel through their typical daily routines, assess the current skill levels, and identify the gaps for optimal plant operations. With this module in a ABB Power Care contract, customers can schedule these assessment sessions. The outcome is a formal skills assessment report, which highlights the current skill of the personnel involved, recommendations of both online and classroom programs, and the proposed schedules. With the coaching services module, customer either reserves a certain number of weeks for the assessment and coaching or the field engineer is led through a training path on-line, with ABB monitoring each step.



Phase 1:
Evaluation of customer's personnel level of knowledge/ field experience on ABB LP products/systems AUDIT.



Phase 2:
Identification of the best training plan for each customer employee dedicate to maintenance.

For further information contact:
www.abb.com/low-voltage/service

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