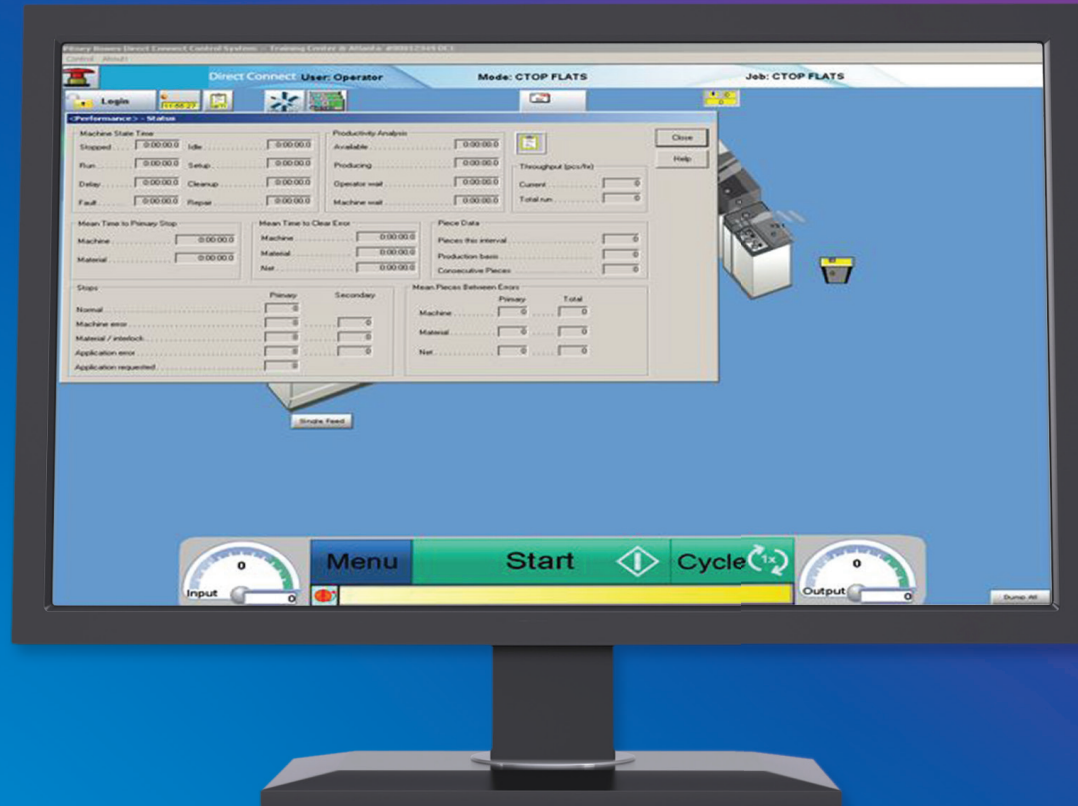# Education programs

Increasing shareholder value through knowledge

Education programs

Education courses enable operators to more efficiently navigate screens.

What is important to you?

Some questions to consider:

• Are you having difficulty meeting SLA commitments to your clients due to operator inefficiency and frustration?

• Are your production efficiency metrics lower than you expect or require?

• Are your operators calling for service assistance frequently?

• Do you have a consistent and reliable process for providing your operators with information on equipment feature updates and new job application specifications, especially if you have a high transition rate?

• Do your key operators know how to access additional machine setups to improve production efficiency?

• Do your advanced operators know how to use both software and mechanical diagnostics to troubleshoot error conditions?

Although there can be several solutions to these challenges, our clients have told us that knowledgeable operators tend to be more efficient and stay longer in the job. That is why we provide operator education programs for your automated document factory (ADF).

What is included?

The education courses are designed to fit the skill levels of the role, whether that is a basic operator, key operator or advanced operator.

All courses include a pre-training consultation by a Pitney Bowes instructor to ensure the content is relevant to your environment.

Basic operator course for operator efficiency

This 3-day hands-on course is held on your production floor using your machines and your jobs. The course focuses on building the core productivity skills of the operator, ensuring reliability and consistency during machine run times. The maximum number of participants in this session is four.

Build expertise on how to:

• Start and stop the machine safely.

• Set up the machine optimally for the job.

• Understanding collations and inserts.

• Use the display screen to evaluate job progress and potential slow areas in the process.

• Determine if the machine needs to be stopped to fix an inserter problem.

• Determine if a service call is required.

Key operator course for increased productivity

This half-day hands-on course provides one-on-one interaction on your production floor using your machines and your jobs. This course enables those operators with a leadership role to learn how to access additional machine capabilities through log-in privileges. The basic operator course is a pre-requisite. Build expertise on how to:

- Turn on or off the input capability on the inserting machine.
- Use the Setup feature for the front table, helpful for envelope handling.
- Run the machine with insert feeders only, enabling changes to how the feeder handles or processes the inserts.
- Perform the basic steps of application changeovers.

Advanced operator course for optimized production

This 3-day hands-on instruction on your production floor provides comprehensive instruction on more complex tasks. Through one-on-one interaction, this course builds expertise on:

- Types of errors and their meanings
- Scanning setup procedures
- Application changeovers and fine tuning
- High speed paper flow practices
- Paper path troubleshooting
- Best practices for daily and weekly machine maintenance
- Understanding where to find diagnostics
- How to generate and read reports
- Optimizing the equipment for a specific application

- Maintaining peak machine performance
- More advanced troubleshooting techniques which will maximize machine run time.

How do you benefit?

At Pitney Bowes, we focus on our client's outcomes. That means we believe our services should make a difference in how your business functions by:

- Building internal expertise with your operators, key operators and advanced operators to assist with both operator efficiency and retention.
- Helping your operators understand and apply best practices for machine set up and application runs.
- Helping you meet your client SLAs by maximizing your operators' productivity and efficiency.