



MAN B&W Diesel: Launch of Training Programme “International Service Engineer”

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As a developer and manufacturer of large diesel engines, the MAN B&W Diesel Group boasts unique expertise when it comes to maintenance, repairs or other service work on its engines. The aftersales department of MAN B&W Diesel AG is now developing a formal system to give this skill set a career profile of its own, and is launching a new training programme for people wishing to become an “International Service Engineer” as integral part of their qualification.

Board member Dr. Stephan Timmermann is in charge of the various facets of MAN B&W Diesel’s aftersales service, bundling them under the new brand label PrimeServ. His initiative to define the new career profile is part of this campaign. “Our training programme will have to reflect our company’s strategy to offer our customer the world’s best service for their diesel engines via **PrimeServ**. Our competitive edge has to be based on our service engineers’ vast experience and must be effectively secured through young, highly motivated and specialized junior staff,” Dr. Timmermann explains. “It is our target to win our customers’ long-term loyalty through the professionalism of our performance. With internationalisation and by focussing one part of our training programme on aftersales service we not only encourage young employees, but also ensure knowledge transfer.”

The basis for the training programme is a traditional apprenticeship, for example in mechatronics, at the Augsburg MAN training center. Once they have completed the basic education of their apprenticeship, MAN B&W Diesel offers trainees showing particular aptitude the first step onto the International Service Engineer career path. For participants, the advanced part of their apprenticeship is extended to include extra tuition in cultures, languages, customer orientation and presentation techniques. In addition, they are sent abroad for several weeks. The final decision about their future career path is made once they have taken their skilled worker’s final examination.

The second step is spread over four years, to be completed by a certificate corresponding to the German “Meister” (master craftsman). During their first year, future International Service Engineers work in the Augsburg plant, where they gather in-depth experience in engine operation. They then spend a year working in one of MAN B&W Diesel’s service centers around the world. After that, they are back to Augsburg for a further year, with time spent in the aftersales service and electronics development departments, as well as placements as a trainer and in the service centre in Hamburg. The fourth year of the advanced training programme is spent in another of the company’s service centers overseas. Only once they have completed all these steps do candidates receive their qualification.

The **MAN Group** is one of Europe’s leading engineering groups with annual sales of some €15 billion. As a global supplier of products, systems and services for the capital equipment industry, MAN operates with 60,000 employees in its core segments of Commercial Vehicles, Industrial Services, Printing Systems, Diesel Engines and Turbomachines. MAN Group members hold leading positions in most of their markets. The headquarters (holding), **MAN Aktiengesellschaft**, Munich, is a member of the Deutscher Aktienindex DAX (German Share Index) which comprises the thirty leading public limited companies in Germany.

Press Release of
MAN B&W Diesel

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