

Peak Services

P&H[®]



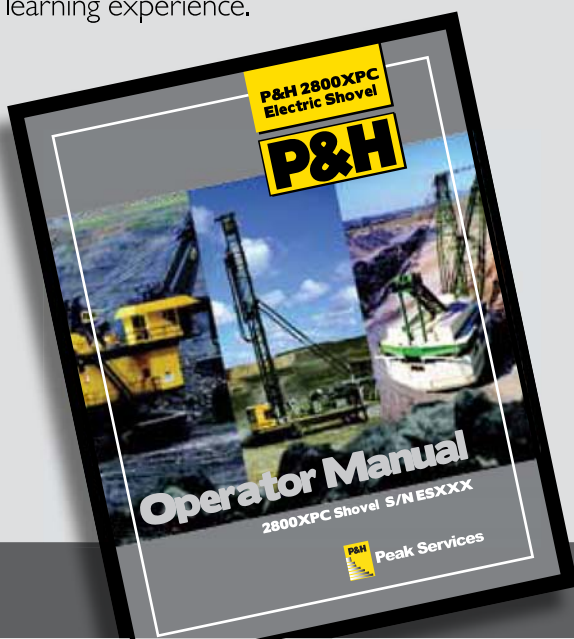
**Training for Today,
Development for Tomorrow**

Technical Training from the Source

Maintaining a skilled, knowledgeable workforce is a challenge everyone faces. With changing technologies and fluctuations within the mining industry, it can be especially daunting. Whether you need training for a new hire or a veteran, it can be difficult to find training that is engaging, technologically relevant and easy to fit into busy schedules. P&H Peak Services, the technical communication and training group with P&H Mining Equipment Inc., strives to provide you with the knowledge, skills and competencies needed for your employees to achieve their highest performance potential.

Quality Information From the Start

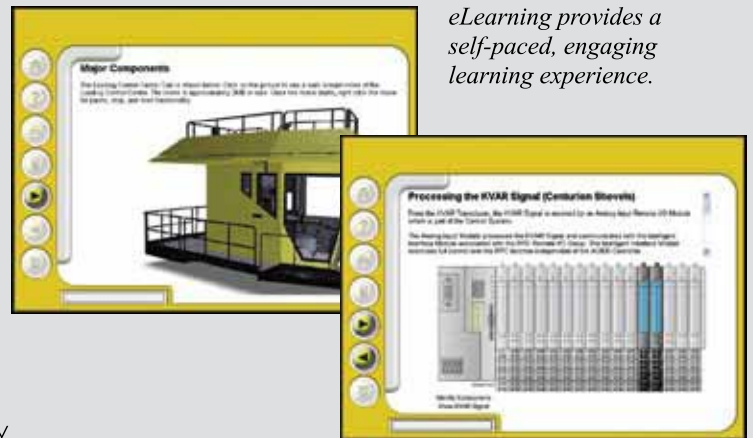
The Peak Services advantage begins with the documentation you receive with every new machine. Peak Services' own writers create the Electrical, Mechanical, Operator and Supplemental manuals that come with your machine. Our writers consistently strive to provide timely, relevant and easily understood documentation. We continue to expand distribution methods, offering online ordering, CD distribution and printed materials. All documentation is written to coordinate with the Instructor-Led Training provided to you by the Peak Services Training team. This provides valuable consistency throughout the learning experience.



Technical Training to Fit Your Needs

Our globally recognized training meets and exceeds the highest safety regulations and industry standards. Training is offered for Electric Mining Shovels, Blasthole Drills and Walking Draglines, and includes emphasis on electrical, mechanical or operator aspects of the equipment.

eLearning provides a self-paced, engaging learning experience.



eLearning

eLearning provides the Knowledge Based Training (once known as Basic Training) for products manufactured by P&H Mining Equipment. Artwork, photographs, animations, and videos are used throughout every electronic lesson. These interactions engage the learner and enhance the learning experience. eLearning is ideal for a global audience in decentralized locations, as well as for large audiences requiring consistent information. This self-paced delivery method is intended to reduce overall training costs, improve productivity, and prepare students for any future Instructor-Led Skills Based Training. Peak Services currently offers both Shovel and I20A/320XPC Drill Mechanical, Electrical, and Operator training. Lessons are available in English, Spanish, Chinese, and Russian.

Training Needs Analysis Assessment

Peak Services has developed several assessments to identify the strengths and weaknesses of the student. Peak Services uses the information gathered from the assessment to develop an individualized Competency Based Training Plan.

Delivery Method

Both the Training Needs Analysis Assessment and eLearning are delivered through our Learning Center. It is accessible via the Internet, and can be accessed through any computer. The Learning Center is available 24 hours a day, 7 days a week.

For more information on eLearning or to view our Demo, please visit www.minepro.com.

Personalized Instructor-Led Training

Instructor-Led Training provides product specific classroom and hands-on skills based training. The Instructor-Led Training is delivered in variety of formats.

Milwaukee Hands-On Lab

“Hands-on training” provides students the opportunity to work with some of the system components. This helps students acquire skills to successfully troubleshoot and maintain P&H products. These courses are delivered at our training facility in Milwaukee, Wisconsin. Students can benefit – not only from classroom and lab experience – but also from interacting with other technicians with similar responsibilities.



On-Site Training

This training is held at the customer's facility. By conducting training on-site, Peak Services instructors are able to tailor the training to appropriate systems.

Regional Seminars

A series of courses are offered on a regularly scheduled basis at locations around the world. The benefit of regional seminars includes cost sharing and the ability to interact with other mining professionals.

Training Partners

Peak Services currently partners with several top-notch training organizations globally in order to continue to provide world-class training.

For complete information on Peak Services, go to www.minepro.com.

P&H Peak Services Milwaukee location provides hands-on training.



Helping You Reach Your Highest Potential

Peak Services is the Technical Communication and Technical Training group within P&H Mining Equipment. Founded over 40 years ago as the Harnischfeger Institute, Peak Services has a long history of providing first-class information and training solutions. We are proud to help you attain the best knowledge and operation of your P&H equipment.

P&H Peak Services Vision

To provide our stakeholders with the knowledge, skills and competencies that enable them to achieve their highest performance potential.

P&H Peak Services Mission

To achieve our vision we will provide information and training solutions that strengthen critical competencies and promote career development by focusing on performance improvement. This will be accomplished by:

- Simplifying the learner's search for information.
- Actively engaging the learner in the development process.
- Maximizing the benefits of technology.



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All designs, specifications and components of the equipment described above are subject to change at the manufacturer's sole discretion at any time without advance notice. Data and descriptions published herein are informational in nature and shall not be construed to warranty the service or the suitability of the equipment for any particular purpose as performance may vary with the conditions encountered. The only warranty applicable is our standard written warranty for this equipment or service.

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P&H MinePro Services
1-888-MINEPRO
Outside the U.S. and Canada
Phone: (414) 671-4400
Fax: (414) 671-7306



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