THERE'S ALWAYS OPPORTUNITY TO GROW AT JAMES RIVER!

JDU

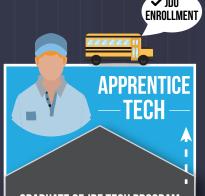




SERVICE DEPARTMENT

WHAT DOES IT TAKE TO BE A JAMES RIVER SERVICE TECHNICIAN?

We provide customers with accuracy and efficiency; professionalism with that wow-factor customer service! Establish a partnership with the customer so they rely on you for their service needs every time.



GRADUATE OF JRE TECH PROGRAM OR TECHNICAL TRADE SCHOOL

ENGAGES IN

LEARNING OPPORTUNITIESOF JOHN DEERE PARTS 8 MACHINES

ORGANIZED & PUNCTUAL



INTERNAL & EXTERNAL CUSTOMER SERVICE

COMPONENT IDENTIFICATION & REPLACEMENT

KNOWLEDGE ON MAINTAINING ALL JOHN DEERE EQUIPMENT

LEVEL 2 TECH

Levels 1-2 of JDU

✓ Construction & Forestry Capstone Class JDU

ADVANCED SERVICE SOLUTIONS **& PRODUCT SUPPORT**

ELECTRICAL & HYDRAULIC DIAGNOSTICS

COMPONENT REBUILD & BASIC WELDING

LEVEL 3 TECH

✓ 3 Capstone Classes

✓ 2 Training Classes on Support Short Line

KNOWLEDGE OF WARRANTY SYSTEM & ROOT CAUSE FAILURES.

QUALITY RELATIONSHIPS WITH CUSTOMERS

SPECIALTY IN A FOCUSED AREA OF SERVICE

LEVEL 4 TECH

✓ 4 Capstone Classes

✓ Management/Leadership

¬ Path!

TEAM TRAINING & DEPARTMENT LEADERSHIP

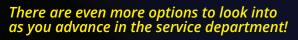
FINANCIAL KNOWLEDGE

ELITE SERVICE PERFORMANCE



At this point you can become a FIELD OR RESIDENT TECHNICIAN







SERVICE WRITER SERVICE MANAGER



THIS EXPERIENCE CAN BE TRANSFERED INTO OTHER LEADERSHIP ROLES ACROSS AG, CF, AND TECHNOLOGY DEPARTMENTS!