

# Behind The Scenes

CRANE TECH

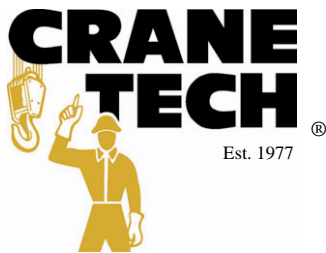
Volume 4

## Control & Quality

There's more to delivering training than showing up and speaking to an audience. Crane Tech understands the importance of ensuring that every detail of your training is handled professionally and thoroughly. We set a high standard for ourselves, and Behind the Scenes provides an inside look at just some of the detail required for this level of quality.



More than what you expect.  
...It's what you deserve.



*Safety Through  
Education*

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## Selecting a Training Provider

It really comes down to the nuts and bolts... The most basic elements can make your training a stunning success, or a dismal failure. Crane Tech invests in systems, expert technicians, and technology to guarantee your satisfaction.

**Instructors:** Ask for a biographical sketch of the company's instructors. Look for field experience and specific education that guarantees your technician will have the ability to transfer knowledge and hold interest effectively.

**Guaranteed delivery:** With so many one and two man companies providing consulting, what happens if there's a sickness or family emergency? Wasted time and expensive delays! Crane Tech employs a large group of full time instructors that eliminates this worry. We've never missed a schedule and do not use contract labor for this critical role.

**Years in service:** Enough said... we're extremely proud of thirty plus years of service. Training in all U.S. states and 17 foreign nations. In just the past six years we have compiled more than 500,000 student answers in our database.

**Course Material:** Don't settle for printed slide presentations or bullet point handouts that lack the detail and depth required for learning complex subjects. Crane Tech materials are professionally developed, fully illustrated, and always built to a regulatory compliance basis, such as OSHA, ANSI/ASME, and API.

**Training Consistency:** Crane Tech ensures absolute consistent training with a propriety software called Course Builder (See Vol. 1 Course Builder). Course Builder enables the fast sorting of thousands of documents keyed to your exacting needs so that every program delivered to your company is matched exactly. Manuals, workshops, test question concepts... always consistent.

**Test Development:** Ask how tests, used to evaluate your personnel, are developed. Crane Tech doesn't write tests, we write questions, one at a time, each matched to a learning objective. Thousands of questions are available by sorting on the subject, learning expectation statement, and the job description. Unmatched in the industry, Crane Tech provides testing you can use to determine who is qualified and who is not.

**Item Analysis:** Ask about test performance evaluation. Crane Tech's database provides an analysis of how well every question is performing. It allows us to quickly fix underperforming questions and reveals knowledge trends that would otherwise be missed. Take advantage of our Missed Concept Report that shows the exact concepts misunderstood by your employees and allows your safety briefings to reinforce key concepts.