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Company Trainers: Uniform Quality Standards Worldwide

High quality demands are placed on employee and customer training. As a neutral institution, TÜV Rheinland was commissioned by Jungheinrich AG to certify that the quality of its trainers is consistent worldwide.

Daten und Fakten

Client	Jungheinrich AG
Timeframe	January 2014 – ongoing
Project Location	France, Germany, Italy, Poland, Spain, UK, China and Thailand
Main services	Personnel Certification of in-house trainers

INITIAL SITUATION, REQUIREMENTS

Jungheinrich Corporation, headquartered in Hamburg, is a listed German company operating in the fields of material handling equipment, warehousing and material flow technology. Jungheinrich has its own training department, in which it prepares its own instructors to deliver training and education programs relying on an internationally uniform quality standard. Jungheinrich strives to enable its instructors to develop training guidelines according to the company's own standards and to implement them internationally at a consistently high level. TÜV Rheinland acted as an independent and neutral examiner to confirm the competence of the trainers at the Jungheinrich Trainer Academy.

BENEFITS FOR THE CLIENT

With our worldwide testing systems for professional competence, we ensure a uniformly high quality standard. In addition, thanks to TÜV Rheinland's structured approach, the time frame of the entire development process - from project initiation to implementation - can be accurately estimated. Our clients benefit from a clearly structured examination process that enables participants to learn efficiently. You also gain a valuable competitive edge by working with an internationally recognized brand.

SOLUTIONS, RESULTS

Together with Jungheinrich AG, we developed a certification program for trainers. In the consulting phase, we defined the qualification's educational goals and then developed a suitable methodology for testing the desired competencies. PersCert TÜV has now been testing Jungheinrich trainers worldwide for several years. The knowledge, skills and abilities acquired are tested in three parts: through a written examination, the development of a training guideline and a demonstration lesson. The system was initially developed and tested for the Jungheinrich trainers in Germany. Due to its great success, Jungheinrich's program is also used internationally. Thanks to uniform training and certification, Jungheinrich has well-qualified staff trainers who are able to conduct trainings at a comparable level worldwide in accordance with standardized concepts. As a result, Jungheinrich AG's Personnel Certification has grown to international markets.

DID YOU KNOW?

In 2018, Jungheinrich introduced the world's first reach forklift truck with a fixed lithium-ion battery, triggering a revolution in the design of industrial forklift trucks. Lithium-ion technology has become the new standard in intralogistics.

ABOUT TÜV RHEINLAND

Founded 140 years ago, TÜV Rheinland is a leading provider of training, certification programs and university degree equivalents. We have been a member of the United Nations Global Compact to promote sustainability and combat corruption since 2006. We are proud to have numerous world-renowned customers choosing our recognized training and certification courses.

We offer Personnel Certification as an independent competence evaluation. Use your employees' know-how – transparently confirmed by means of certification – as a competitive advantage. Certification of competencies improves confidence in your services.

LEARN MORE ABOUT OUR PERSONNEL CERTIFICATIONS!

[ONLINE CONTACT](#)

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