

Mahindra Powerol strive towards service excellence through (GCDP) ‘Global Capability Development Program’

Nigeria: In its undying endeavour to deliver superior performance, Mahindra Powerol conducted its second ‘Global Capability Development Program’ in Nigeria. The program is designed to enhance the capabilities of field team in order for them to provide better service to the customers.

The program was organised on 2nd & 3rd May 2013. The training was conducted considering the field needs of the technicians to help them improve their workmanship level and boost their confidence in handling technical issues on the field.

The 2 day training program mainly focussed on providing hands on experience in Overhauling/Rebuild of Engines, Alternators Troubleshooting, Controllers, Preventive Maintenance and Electrical systems as well as training on integration of solar hybrid module & installation guidelines.



In all, 22 of Powerol’s field staff were trained.

Before and after the training session, a questionnaire was shared with the participants to assess the training effectiveness, followed by an overall feedback. Needless to say, there was a significant improvement in the responses of the participants in terms of product knowledge and query handling.

Once again Mahindra Powerol has proved to live up to the **Rise** philosophy, this time focussing on the pillar of **Driving Positive Change**.