



**PHILIPS**

Technical Training

# Train your in-house team for productivity improvement

## Benefits at a glance

- Experienced Philips instructors
- Same training as offered to Philips engineers
- Flexible online, onsite, offsite learning options
- Hands-on, live system training
- Strengthened skills for enhanced system uptime
- Partnership with a leader in service

## Quality instruction

Unlock the full potential of your biomedical engineering staff with Philips-designed and certified training solutions. We'll help put your capable in-house team front and center with just the right mix of technical training, education, and support. All classes focus on real-world maintenance using live systems and are conducted by highly experienced Philips instructors.

We use the very same developmental training materials and standards for your staff as we do for our own.

## Quality results

Technical training will provide your staff with the knowledge they require to service their own equipment. Give them secure access to OEM parts and expertise and you will achieve better levels of uptime, while improving productivity. Upon successful completion of each course, engineers receive a formal Certificate of Completion.

As the skills of your team develop, we offer you the opportunity to adjust your service coverage based on your changing annual needs.

## You choose where to learn

Training opportunities are available online, onsite at your institution, or offsite at the Philips Academy.

Philips Academy, with locations in Cleveland (Ohio, USA), Singapore, and Best (The Netherlands), provides a state-of-the-art facility where engineers attend comprehensive classes to ensure they are prepared to safely and effectively maintain their systems and preserve the return on their training investment.

For more information about Philips technical training, contact your Philips Representative, or visit our website at: [www.usa.philips.com/healthcare-education-resources](http://www.usa.philips.com/healthcare-education-resources)

### Why Philips?

Our global brand strength stems from the union of industry leading technology and customer service. Philips ranks #1 in service quality as measured through IMV ServiceTrak surveys for service delivery and engineer performance.\*

We pride ourselves in the ability to form strong, lasting partnerships with our customers. We are at your side to make certain you can react to changes quickly and effectively throughout the lifecycle of your imaging systems.

The aim of Philips RightFit Service Agreements is to help enhance your operational efficiency and control costs. We can provide you with flexible service options without compromising service expectations.

\* Based upon results from the 2013 and 2014 IMV ServiceTrak Surveys for All Imaging Systems, All Ultrasound Systems, and Patient Monitoring Systems

“Training side by side, Philips engineers validated the quality of the training program. The hands-on training in the class helped me resolve a real-life scenario that occurred just weeks later. The instructors, staff and facility were all top notch.”

Steve Duncan, Lower Mainland Biomedical Engineering  
– Radiology Service, Fraser Health Authority



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