

Section 1 Topics

Introduction to Toyota Training

- ▶ **Welcome to the Toyota Family**
- ▶ **Your Role in Continuous Improvement**
- ▶ **The Role of Training**
- ▶ **Training Products**
- ▶ **Course Map**
- ▶ **Managing Your Training**



Learning Objectives

- Describe Toyota's historical growth in North America and in the industry
- Describe the Toyota Production System and how dealership personnel fit in that process
- Describe the Technical Training Certification program and how the technician can manage personal training goals

Welcome to the Toyota Family

The Toyota Way

Respect for people



Automation with a human touch



Continuous improvement



Go and see for yourself



The Toyota Way

Welcome to the Toyota family. Toyota is a respected leader in manufacturing technology, and the leading automobile brand in North America. We hope that you find your association with Toyota a rewarding experience.

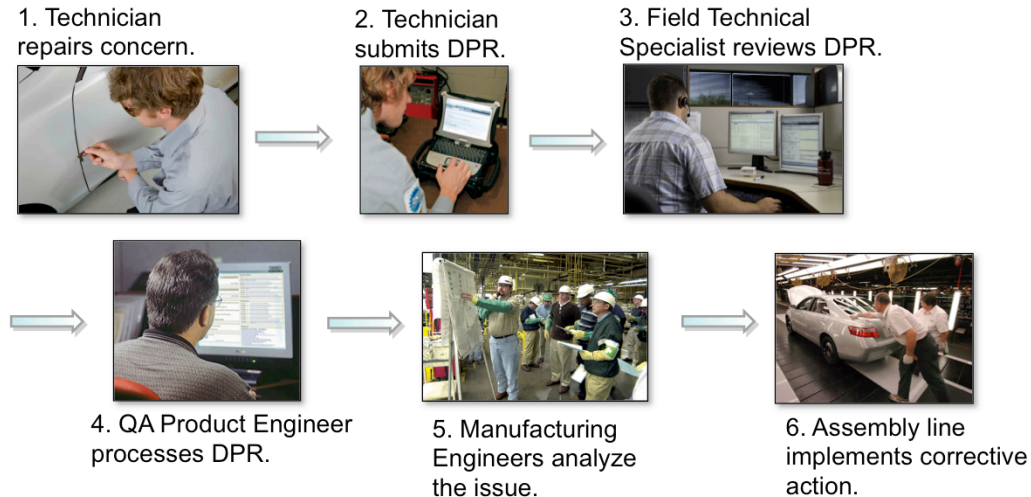
One of the things that has driven Toyota's growth and success is a philosophy called the Toyota Way. This philosophy has been developed over the past 100 years, and is based on a proven set of core values.

- **Respect for people** is the first of two pillars of the Toyota Way. Respect for people goes beyond just being respectful. It is a recognition that people drive results, and that without dedicated people there cannot be a successful company.
- **Continuous improvement**, also known as "kaizen," is the second pillar of the Toyota Way. It recognizes that "good enough" is simply not good enough. Toyota encourages everyone to continuously look for ways to improve quality, consistency, and efficiency in order to maintain our leadership position.
- **Automation with a human touch** (or "jidoka") describes manufacturing processes that automatically stop when a defect is detected. This helps prevent the passing of defects, and makes it possible to "build" quality. It ensures product quality by calling attention to manufacturing problems as soon as they appear and then eliminating them at the source.
- **Go see for yourself** (or "genchi genbutsu") encourages personal observation on the plant or shop floor to identify problems and their root causes, and uncover effective solutions.

Your Role in Continuous Improvement

Early detection and early resolution of quality issues discovered by dealership technicians is essential to maintaining and improving Toyota's reputation for quality.

Dealership Product Report



Your Role in Continuous Improvement

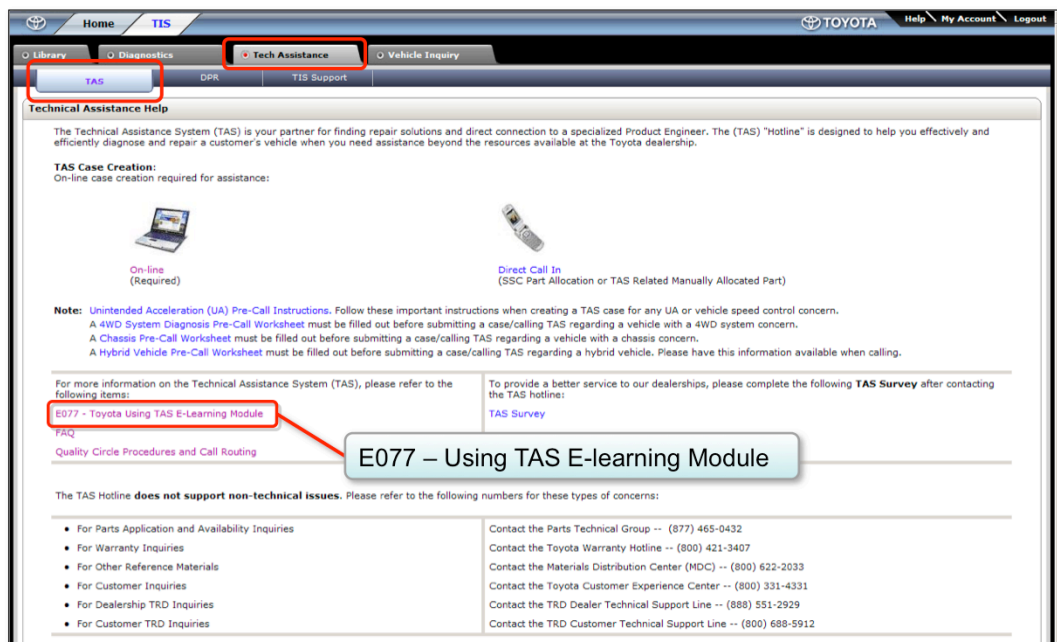
Kaizen, or “continuous improvement”, is not just a catch phrase; it is a **commitment to quality** practiced by Toyota associates at all levels, from the executive boardroom, to the manufacturing plant, to the dealership sales floor and service bay.

Dealership Product Report (DPR)

As a Toyota technician, your role is more than just repairing vehicles quickly and accurately on the first attempt. You also play a key role in the initial quality of Toyota products by reporting manufacturing deficiencies when they are discovered. The **Dealership Product Report (DPR)** is one of the many tools designed for this purpose.

Although this tool is reserved for Master level technicians, your attention to detail during maintenance related procedures may lead to the identification of vehicle performance related issues. These potential product quality or perceived design issues, if reported, may result in a valuable new service bulletin/procedure or product improvement on the assembly line.

Technical Assistance System (TAS)



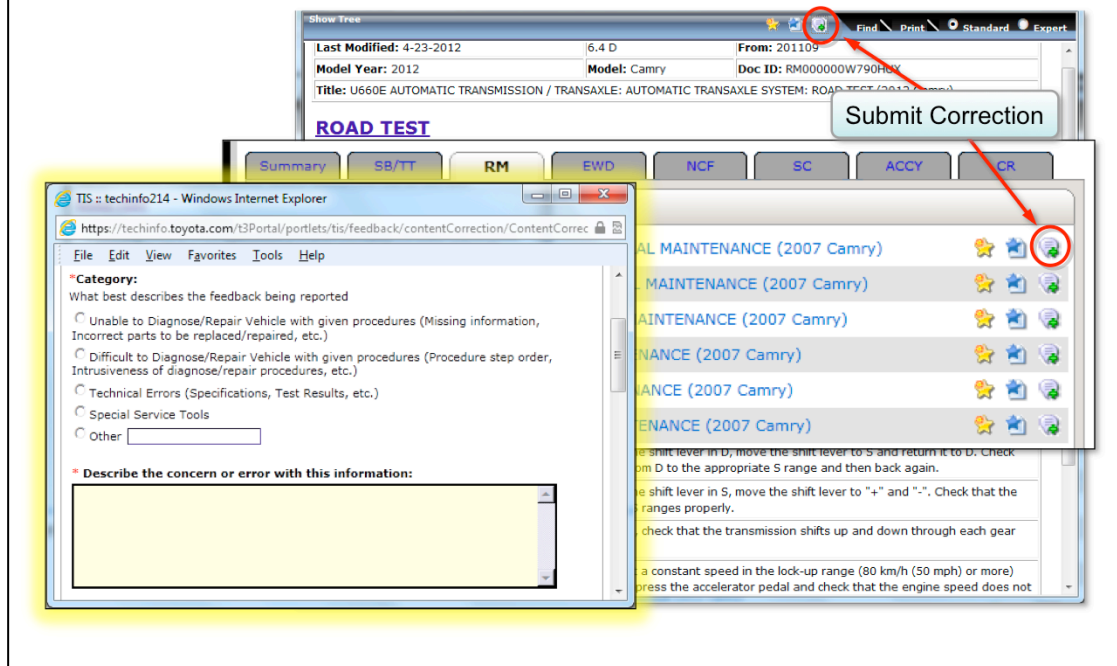
Technical Assistance System (TAS)

The Technical Assistance System (TAS) is your partner for finding repair solutions and offers a direct connection to a **specialized Product Engineer**. The TAS “Hotline” is designed to help you effectively and efficiently diagnose and repair a customer’s vehicle when you need assistance beyond the resources available at the Toyota dealership.

TAS cases are also **used to uncover trends** in vehicle issues occurring in the market. These trends are analyzed to determine market impact and root cause, often leading to action at the manufacturing level or a change in service information or procedure.

Submitting Corrections to TIS

Use the “Submit Correction” button on any TIS document.



Submitting Corrections to TIS

The technician can also be instrumental in maintaining and improving the quality of technical reference information by **providing feedback** to TIS on the accuracy and effectiveness of:

- Repair Manuals
- New Car Features Manuals
- Electrical Wiring Diagrams
- Service and Technical Bulletins
- Other technical documentation

Each document on TIS has a “Submit Correction” button that opens a window for entering feedback or suggestions for correction. When the Submit button is clicked, the information is **sent automatically** to Toyota for review.

Submitting Techstream Feedback

TIS/Techstream Feedback

- General TIS/Techstream feedback.

- The form is available on TIS.

Techstream Error Reports

- Specific feedback on Techstream operation.
- To generate a Techstream Error Report:
Press F12...

...or click the red “E” in the bottom-right corner of the Techstream screen.



Submitting Techstream Feedback

Even Techstream has a “Feedback” tab so technicians can submit feedback and suggestions on the accuracy and functioning of Techstream diagnostics. By submitting your suggestions, you are actively **contributing to Toyota’s continuous improvement**.

Two ways to communicate with TMS about Techstream are:

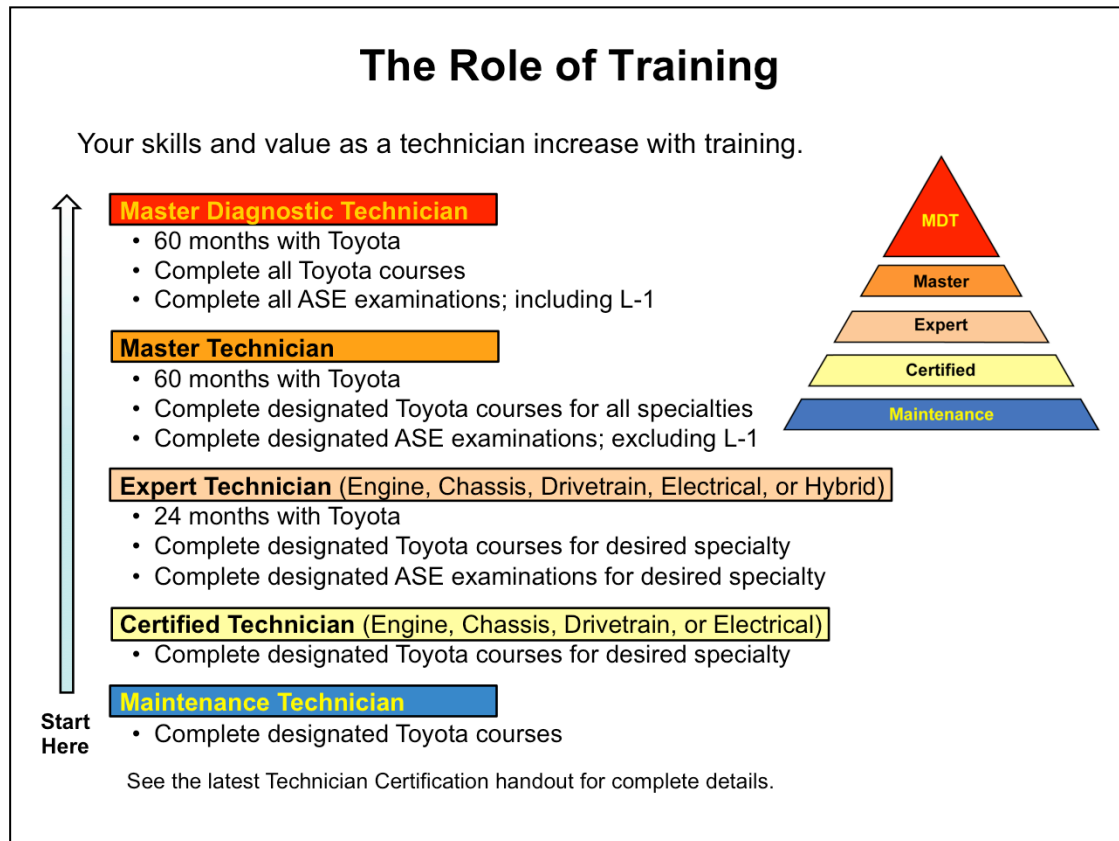
General Feedback Report

- Use the General Feedback report for general feedback on TIS or Techstream
- The general feedback form is available on TIS

Techstream Error Report

- Use Techstream Error Reports to report specific issues with Techstream operation
- You can manually generate an error report by pressing the F12 key
- You can also generate an error report by clicking the red “E” in the bottom-right corner of the Techstream screen

Techstream may also generate an **error report automatically** if it senses a problem. If this occurs, enter as much information as possible about the problem and click “Send” to transmit the report.



The Role of Training

Your skills and value as a technician **increase with training**. You can obtain various levels of certification by taking prescribed courses and meeting other training requirements.

Skill-level Requirements

Dealerships are required to meet certain skill level requirements based on the dealer's service business. In the end, the more service and maintenance work performed at your dealership, the greater number of trained technicians necessary in order to maintain the skill level requirements.

Training Courses

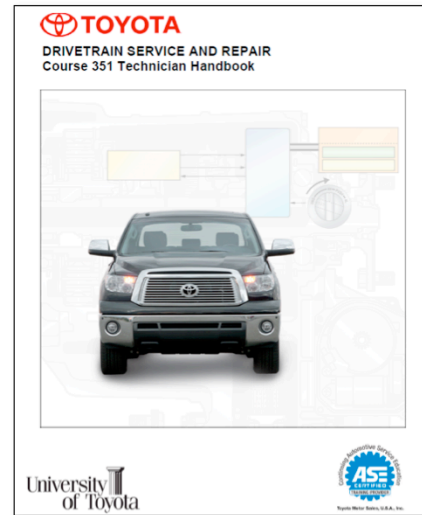
Web Training Modules

- Convenient, over the Internet
- Approximately 1 hour



Instructor-led Classes

- 1, 2, or 3 days
- Hands-on



Training Products

Toyota offers training and education in several forms.

Instructor-led Classes

Instructor-led classes such as this one are the core of Toyota training. These 1-day, 2-day or 3-day classes **in specific automotive specialties** offer hands-on experience with actual tools and vehicles in the training service bay.

Instructor-led classes are also offered to introduce **new vehicle models** and familiarize technicians with their new systems and technologies.

To register for a class, contact your Service Manager.

Web Training Modules

Toyota offers self-paced training you can access over the Internet in several areas.

Pre-work Web Modules. Most instructor-led classes require you to take a pre-work web module to prepare you for class before you can register.

New Model Web Modules. Self-paced training on new vehicle models is also available over the Internet.

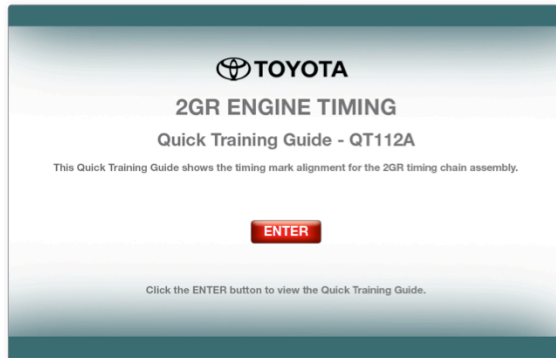
Specialty Web Modules. Special web courses are also available covering a wide variety of topics such as Techstream, Tire Pressure Monitoring Systems, ATF Level Inspection, Using TIS, Unusual Interior Noise Concerns, and more.

These web training modules are available through the **University of Toyota (UOT) web site** where you can sign up for and complete the web module at your convenience. Most web modules take approximately one hour to complete. If you don't yet have a UOT login, contact your Service Manager.

Other Training and Education Products

Quick Training and Reference Guides

- Available on TIS
- Can be printed for future reference



Toyota Tech Magazine

- Current and back issues are on TIS



Quick Training and Reference Guides

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Quick Training and Quick Reference Guides **are interactive PDF files** focused on specific topics that can be printed and saved for future reference.

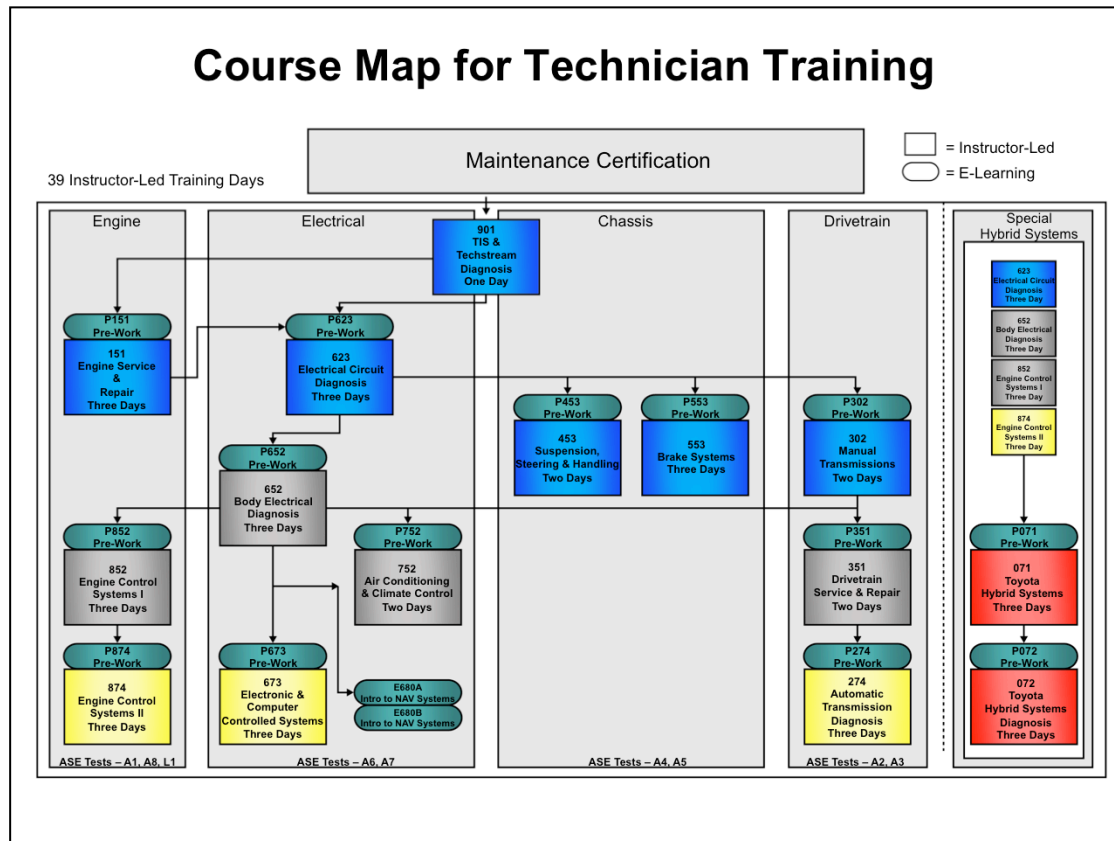
To see a list of available guides on TIS:

- Go to the Reference Information tab
- Select the Technician document group
- Enter the keyword “quick”
- Click on the Search button

Toyota Tech Magazine

Toyota Tech Magazine presents a variety of articles of interest for the Toyota technician. **Current and back issues** are available on TIS.

- Go to the TIS Home page
- Scroll down to “Service Resources”
- Click on the “Toyota Tech Magazine” link



Course Map for Technician Training

The Technician Training Course Map illustrates the technical training courses required for each service category.

- Courses depicted in the **green ovals** are web modules
- Course depicted in the **rectangles** are instructor-led classes
 - **Blue** indicates a basic course
 - **Grey** indicates an intermediate course
 - **Red or yellow** indicate an advanced course

Note that most instructor-led classes have a pre-work web module that must be completed before enrolling in the class.

The **arrows drawn between the courses** indicate the sequence in which courses must be taken. For example, notice that before you can take any classes in the chassis or drivetrain specialties, you have to complete the basic electrical course first. Before you can take the first electrical course, though, you have to complete both the TIS & Techstream course and the first course in the engine specialty.

NOTE

From time to time, new courses are developed and added to the Course Map. When reviewing courses you need to take, be sure to **refer to the latest Course Map**. The latest Course Map can be found on TIS; under the Technical Training tab featured content pane: *Additional Technical Training Resources*. It can also be found on UOTcertification.com under the reports tab, along with other important resources related to training certification.


Managing Your Training

On TIS


My Certifications

Name: JOE TECHNICIAN
Primary Job Code: LINE TECHNICIAN
Current Certification Status: Master Diagnostic

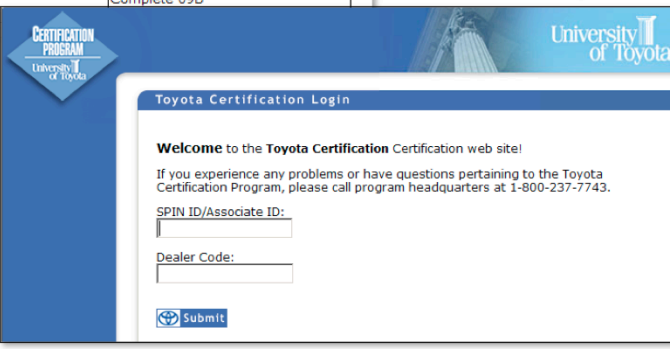
Listed below are the requirements to maintain your current certification.

 **Your current certification status may be at risk. Please complete the requirements noted below.**

| Guild | Last Month's Status | Pending Requirements |
|------------|---------------------|-------------------------------|
| Technician | Master Diagnostic | Complete E078 Complete 09B |



University of Toyota



www.uotcertification.com

Managing Your Training

Whether you're just starting out in a Toyota dealership or maintaining your certification status, **managing your training is your job**. The easiest place to verify your certification status and get any additional training requirements is the Home page on TIS. Just look for the **"My Certification"** pane and verify there are no Pending Requirements. From this page you may also access the University of Toyota homepage. Here, you may launch self-paced web modules or schedule instructor-led courses.

NOTE

Always check with your Service Manager before scheduling any instructor-led courses.

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