

# update

Customer magazine issued by Deutsche Plasser

Special edition 2017

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**Deutsche Plasser**



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**Publisher:**  
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**Photos:**  
Deutsche Plasser, Plasser & Theurer,  
[www.shutterstock.com/j/ Dragonskydrive](http://www.shutterstock.com/j/ Dragonskydrive)

**Printed:**  
Druckwerkstatt, Wien



## Dear customers, Esteemed partners

Service has always been a top priority for Deutsche Plasser. Living up to our company's motto „First-hand service“, we have considered instruction and further training of engineers, machine operators and others involved in the railway industry to be an important element of service. Eight years ago, this approach resulted in a bold idea: both our members of staff and, in a next step, our customers should be able to benefit from our company's expertise and the experiences gained over decades. This was the starting point for our highly successful Training Centre in Bingen. Bingen am Rhein provided both a convenient and strategically suited location. Here, our training team went about their new tasks with enthusiasm and passion. Within a few years, the Training Centre has not only gained a sustainable market position, but has also taken a leading role in the railway industry.

This fills me with pride and it has been my pleasure to make our vision come true together with such deeply committed people. We have made rapid progress and now it is time to take the next and biggest step so far: outsourcing our Training Centre to a separate, independent company operating on an international level.

Some of you might think I have mixed feelings about this development. In fact, I welcome this development wholeheartedly and those who know me will not be surprised. Our team in Bingen has established a truly remarkable training centre in just a few years. Now, it is time for the next step: a training institution that will be independent of the manufacturer, expand its offer step by step and take up new topics in instruction and further training. Apart from that, the new company's team will make its profound knowledge and its wide experiences available as consultants to the railway industry in the medium term.

I am pleased to introduce you to the new company: PMC Rail International Academy. To me, it is a matter of personal importance to contribute to its future development as a member of the advisory board.

At Deutsche Plasser, we will focus all the more closely on our core competence and become even more involved in “Service 4.0“. With great enthusiasm, I look forward to this further development and to introducing our new offers in the months ahead and, particularly, at the iaf 2017.

Allow me as Managing Director of Deutsche Plasser to ask you to join me in wishing PMC Rail lots of success and to remain loyal to the established team. Let the new company surprise you!

**Yours**

**Peter Josef Flatscher**

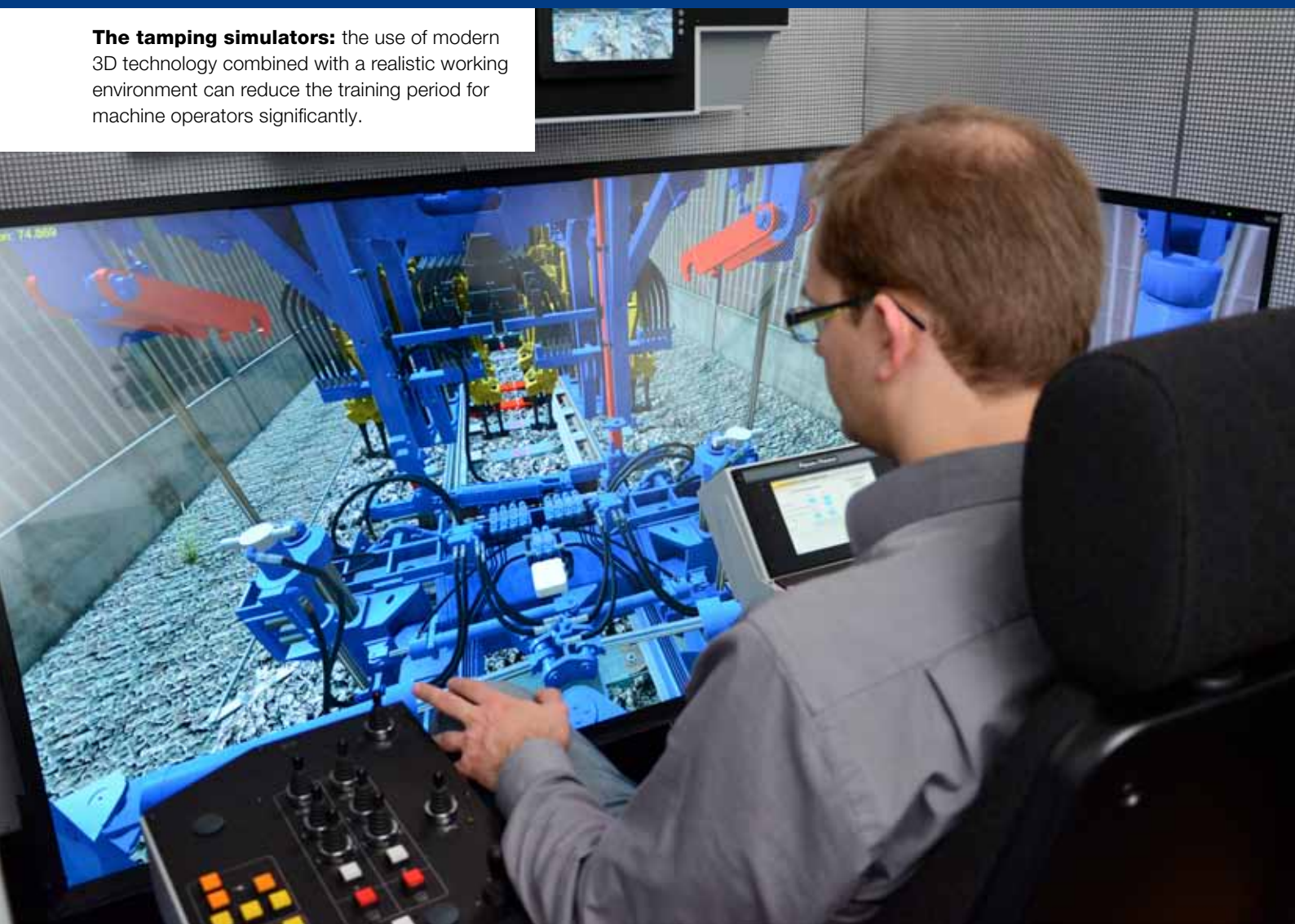
Managing Director, Deutsche Plasser

## The Training Centre of Deutsche Plasser

# A success story

When the Training Centre of Deutsche Plasser opened its doors in Bingen am Rhein in 2009, hopes were high. Deutsche Plasser's detailed knowledge and the company's many years of experience were made available to both the members of staff and, in a next step, the customers contributing, ultimately, to the efficient and cost-effective operation of track maintenance machines. Since then, seven years have passed and time has shown that the expectations have been exceeded.

**The tamping simulators:** the use of modern 3D technology combined with a realistic working environment can reduce the training period for machine operators significantly.





Diverse teaching aids as, for instance, the P-IC 2.0 simulator support trainers and trainees in fulfilling the curricula.

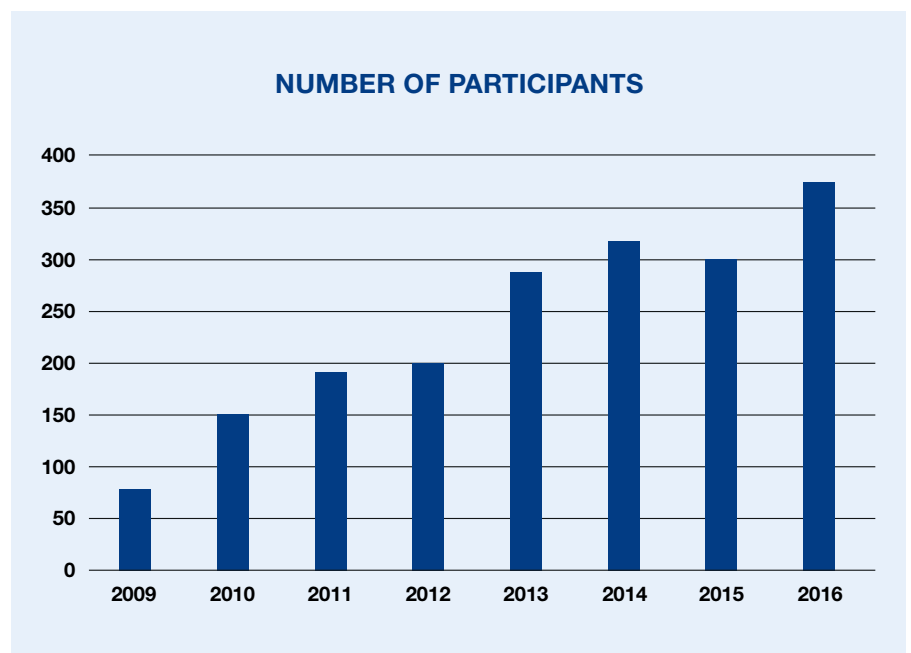
The objective of the Training Centre was clearly defined: We wanted our customers and our staff to benefit from our expertise to help them unlock the machines' full performance potential even more effectively. To ensure this, avoiding operating errors or servicing faults is crucial, as even small, frequently repeated faults lead to substantial damage.

In addition, the training courses provided basic knowledge on track laying and maintenance and the track structure to strengthen the trainees' practical knowledge and, thus, help them react better to unexpected situations in their daily working practice.

#### Success right from the start

The training offer was met with great interest and attracted participation right from the start. In the first year, 77 trainees were taught in two training rooms and on an area of 135 m<sup>2</sup>. In 2016, these numbers have risen to 373 trainees, six rooms and an overall area of 650 m<sup>2</sup>.

Nonetheless, the Training Centre did not rest on its laurels. On the contrary, the training programme was extended continuously and new training tools, such as the innovative 3D tamping simulators, were introduced.





### **First 3D tamping simulators in the world**

Early on, the trainer team at Bingen Training Centre has been aware of the benefits simulators provide for instruction and further training. Therefore, simulators have been used intensively right from the start. The two 3D tamping simulators used in Bingen are a particular highlight: put into operation in 2011 and 2016, respectively, the 09-3D tamping simulator and the Unimat-3D track and turnout tamping simulator were the first of their kind worldwide.

The experience gained in the operation of the tamping simulators impressively shows their importance for practical

training. Modern 3D technology combined with a realistic working environment can reduce the training period for machine operators significantly. While training during work site operation takes up to two years, using tamping simulators enables trainees to reach a comparable level of expertise within two to six weeks depending on their previous knowledge.

### **Comprehensive training offer**

In addition, simulators have been used in other fields like hydraulics, electronics or for machine components such as the P-IC 2.0 control system, CWS and CMS. But there is more: the Training

Centre offered courses on the basics of track laying and maintenance, for instance, on track geometry.

A particular focus was placed on the certification of the training offer. This has ensured that the solid specialist training based on international standards will be easily recognised in the entire railway industry.

### **A fresh start**

With the step to economic independence and the reorientation towards an international training institution that will be independent of the manufacturer, the end of a highly successful chapter in the history of Deutsche Plasser has



**The hydraulics simulator is very popular with trainees. Different configurations can be set up and tested.**

been reached – seeing record numbers in attendees and outstanding evaluation results.

The team in Bingen, the new company's core, is heading towards a promising future: an even more expanded training offer with an international focus, independent of the manufacturer, centring on railway infrastructure and the operation of the machines and vehicles used on it. We are convinced that the success story to be told will be all the more impressive.



**More than 1,000 trainees have successfully attended courses at the Training Centre in Bingen.**

## A personal look back

# Interview with Antonio Intini

Antonio Intini is the Managing Director of PMC Rail International Academy. After 25 years with Deutsche Bahn (DB), he joined Bingen Training Centre as a trainer in 2010. He became Head of the Training Centre in 2014. Mr Intini will head PMC Rail as of 2017. We asked him about his work at Bingen Training Centre and his visions for PMC Rail.



### **In 2009, Deutsche Plasser's Bingen Training Centre was opened. Why was this step actually taken?**

First of all, we wanted to place the focus on the internal training of our service technicians. At that time, we saw a natural fluctuation in our team of service technicians. Long-term members of staff went into the well-earned retirement while new members of staff joined the team.

### **Who were the driving forces and what was your role?**

Our Managing Director Peter Josef Flatscher had the idea to prepare new members of staff for their job in the field service within the shortest possible time and to provide them with the needed „tools“ in proper training sessions held in a training centre. When the training centre was established in 2009, I was not yet with Deutsche Plasser. Mr Flatscher asked André Halbertschlager, who preceded me as Head of the Training Centre, to find a location to establish a training centre for the internal instruction and further training and to prepare the respective training programmes.

Within short time, customers and partners of Deutsche Plasser became aware of the training centre and realised the benefit sound training of their staff would bring to their company. Growing demand for

external training programmes made it necessary to increase the number of staff. This is how I came to the Training centre of Deutsche Plasser, after almost 25 years with DB.

### **How many members of staff were employed in the beginning?**

In the beginning, Mr Halbertschlager managed the training centre alone. He did valuable pioneering work. Only six months later, a part-timer was employed to provide support in the back office. In the second year, I joined the team as a trainer. Currently, we employ four full-time trainers, one office assistant and student assistants. We plan to hire two additional trainers in 2017.

### **Bingen continuously expanded its training offer. The number of trainees rose steadily. Did the success surprise you?**

Frankly, it did not. Nowadays, instruction and further training have become indispensable in professional life. We all have already attended one or the other course at a training institution. High-quality training institutions are gladly attended again and their training offer is recommended by the trainees.

And this is our approach to planning and holding training courses. We always want

to offer high-quality training sessions to fulfil the expectations of our customers and trainees.

### **In 2011, the first tamping simulator was put into service in Bingen. This surely marked a milestone for the training offer. What has changed since then?**

It was important to us to take the machine operator's fear and to be able to offer specific training – regardless of weather and track conditions. This training should allow the operator to learn without stress and without damage to the track. This is why we, together with Plasser & Theurer, developed the 09-3X tamping simulator, which is unique in the world, and implemented it with a subcontractor specialised in 3D technology.

This kind of training proved successful within short time. Our customers quickly realised that the tamping simulator training enables machine operators to obtain the qualification required in a much shorter time and without damage to the track and the machine.

### **You became Head of Bingen Training Centre in 2014. What did this mean to you personally? What goals did you set yourself?**

For some time, I already had the idea to



expand the training portfolio in the railway system and infrastructure to meet the market's constantly rising demand for customised education and training offer. Now, I had the opportunity to implement this idea step by step. For a long time, our offer has not been limited to mere machine technology, but has included training sessions for other railway-related topics such as track and measuring technology, electrics, electronics and hydraulics. We also train brake mechanics and wagon technicians.

However, with the present curriculum our goal has not yet been achieved. We constantly work at developing new, partly custom-tailored training modules that meet the market requirements.

Various ongoing procedures for recognition as an educational institute will enable us to offer more training courses. Look forward to the result and let us surprise you.

#### **In your opinion, what are the major reasons for the successful development in Bingen?**

Right from the beginning, we have placed great importance on the practical relevance of our training offer. This is a key element of our training courses from the tamping simulators 09-3X and the Unimat 3D to our numerous simulators for hydraulics, electrics and electronics, etc. For all other training courses, for instance on track and measuring technology, we use the track and turnout installations in the immediate vicinity of the Training Centre.

We are convinced that the interactivity and the combination of theory and practice result in maximum learning success for our trainees and, ultimately, increase performance.

#### **What has changed in the training sector for railway-specific knowledge in recent years?**

Similar to the developments in many other industries, generational changes and countless restructuring measures in the railway administrations unfortunately have resulted in the loss of knowledge and expertise gained over decades.

Today, these insiders and experts are missing everywhere. Therefore, our task is to offer specialised instruction and further training to provide the experts needed in the railway system.

Using state-of-the-art technologies (3D technology, electronic media, virtual reality, simulators, etc.), scientifically well-founded didactic measures, and small group sizes, we try to contribute to the spreading of the required know-how and, consequently, to maintain and, if possible, raise the high standards in the interconnected railway system.

#### **When did you realise that Bingen would have to take the next big development step?**

We know that an efficient and highly developed railway infrastructure is of utmost importance to the economy both nationally and internationally. Key words like interoperability will sound familiar to anyone involved in this industry. Therefore, it is no longer sufficient to consider the developments in the national railway industry. Instead, the entire railway system, beyond national borders, must be understood. We have lived up to this goal since the foundation of the training centre. Again and again, intentional training groups came to Bingen. We divided the subjects offered into two fields: machine technology and track technology. This will change in the future. In the beginning, the focus will still be on machine technology. However, the topics will become more diverse and will be independent of the manufacturer.

#### **In February 2017, Bingen Training Centre will become PMC Rail International Academy. What is the big difference between the two institutions?**

In the beginning, the difference won't be that big. In recent years, many international groups were trained in or by the training centre.

The major difference will surely be that PMC Rail is independent of the manufacturer. Therefore, we will focus even more on recruiting and promoting junior staff. Our training portfolio will be expanded and the training offer will be even more specifically adapted to meet the requirements of the respective international railway administrations, railway operators and machine operators.

#### **What do you expect the first year of PMC Rail to hold?**

Based on the experiences made in recent years, we expect a rise in the number of participants in the first year. Quite frankly, though, I have to admit that our current resources in the Training Centre won't allow huge increases. Both rooms and trainers have worked to capacity already this year. The reorganisation will require an extension of the training centre. This can only be implemented in a new location. Moreover, we are increasing our staff.

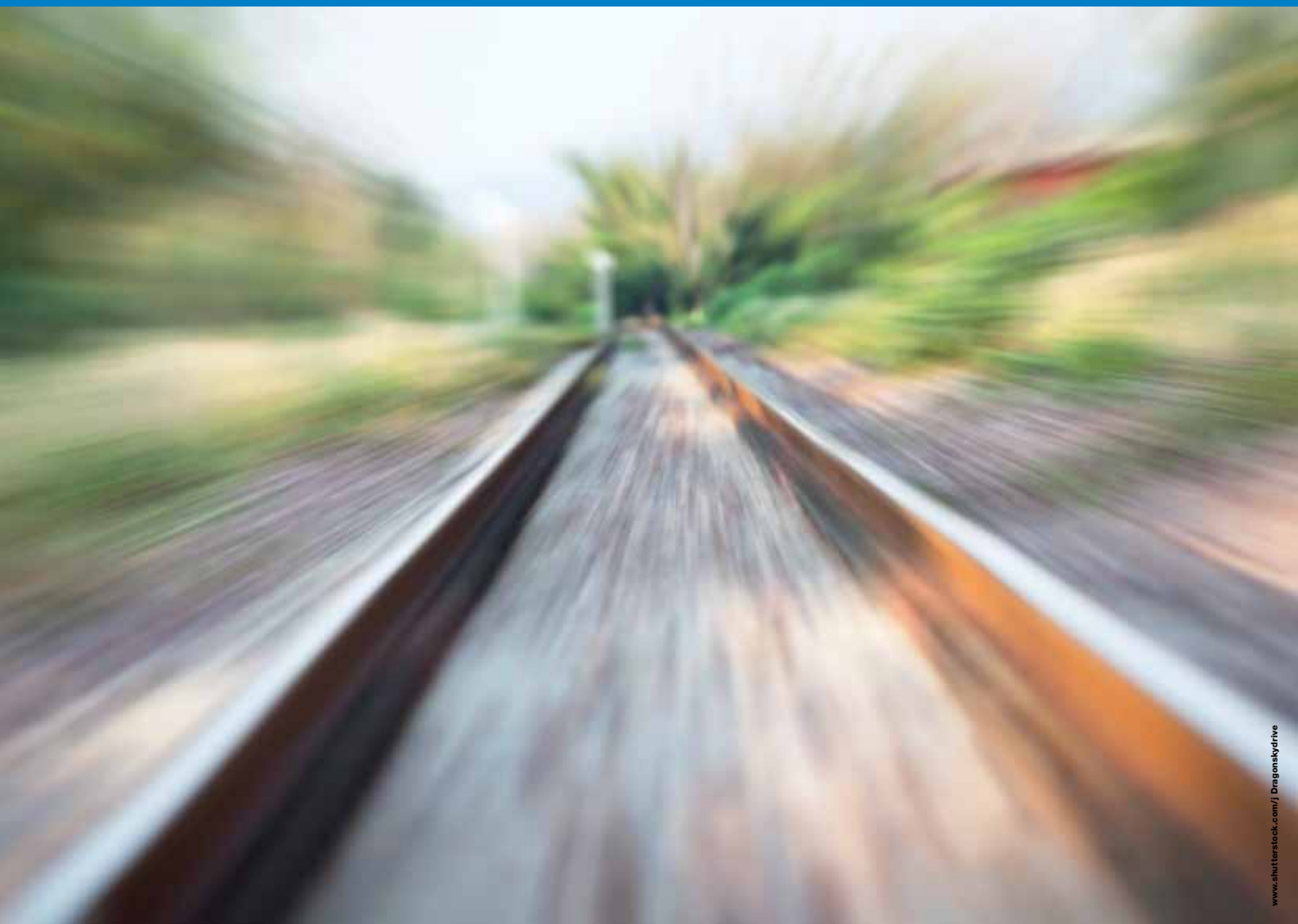
#### **Where do you see PMC Rail in ten years?**

We see PMC Rail's future as a necessary and important institution in the interconnected rail traffic system. We do not limit ourselves to having the knowledge, but want to impart our expertise and know-how. We want to contribute to ensuring that the railway infrastructure will maintain its efficiency not only nationally, but also internationally and that it becomes even more efficient based on the demands posed by increasing railway traffic.

**The next step**

# It's time for PMC Rail International Academy

The success story of Deutsche Plasser's Bingen Training Centre has continued to this day. This is why it is now the right time to establish PMC Rail International Academy.





**F**ounding the Bingen Training Centre was visionary given that, at the time, nobody knew if a training programme of this kind would still be in demand in the long term. Today, we know that it has been the right decision: the demand for training has not decreased; on the contrary, it has been increasing.

#### **New demand requires new structures**

In recent years, the demand for training has been growing in terms of both offer and extent. In Europe, there are hardly any training institutions offering special training programmes for the instruction and further training in the railway industry. The increase in training centres similar to the one operated by Deutsche Plasser is a positive development underlining this particular need for training. However, this development does not solve the underlying problem as most of these institutions offer a programme that is either orientated towards the manufacturers' interests or reduced to certain specialist fields.

#### **Instruction and further training – independent of the manufacturer**

In this particular respect, PMC Rail International Academy is taking a decisive step forward. From its very first day on the market, the institution will be independent of the manufacturers. Although it is no secret that the existing infrastructure in Bingen will be used for the first phase: PMC Rail will be further developed on the basis of the expert knowledge and experience gained there. This, however, is only an interim solution. A new building for the Academy is already being planned. The new location will be in Leverkusen Opladen, in the new district "Neue Bahnstadt Opladen", close to the Faculty for Applied Sciences of the Technische Hochschule Cologne. PMC Rail will move there in 2018.

#### **First choice for further education and professions in the railway industry**

Still in Bingen, PMC Rail will already focus on extending the training programme. For the first time, the curricu-

lum will comprise courses that go beyond the exclusive focus on track construction. These are the first steps taken to meet the mid-term objective: A programme for the instruction and further training of all activities required for the operation and maintenance of rail infrastructure. This offer will appeal to members of staff on all levels of the company hierarchy – from track workers to managers. The curriculum will also focus on law, economics and languages. It will be accompanied by independent, practical research.

This offer will make PMC Rail International Academy the institution of choice for instruction and further training, meeting the new demand for training in the European railway industry.

More of PMC Rail:  
[www.pmcraail.com](http://www.pmcraail.com)

## PMC Rail International Academy

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