



Professional Training for the Engineering and Manufacturing Industries

Management, Sales & Marketing, Customer Care,
Finance & Planning and Personal Development

Used by over 40% of FTSE 100 companies



Practical Training for Professionals

www.ptp.co.uk



Why do Engineering & Manufacturing Companies choose PTP for their Training?



PTP is one of the UK's leading training companies offering quality and inspirational training throughout the UK. It has worked with a significant number of clients within the engineering and manufacturing industry and lists companies such as Aerospace Composite Systems, Bell Equipment UK Ltd, JCB, M & A Doocey Civil Engineering Ltd, Mitsubishi Electrics, Siemens and TA Instruments among its client portfolio.

Engineering and Manufacturing companies choose PTP for training because of their pedigree. PTP provide high quality training, delivered via small groups, allowing practical and enjoyable sessions which aim to be 100% relevant and beneficial to every delegate's professional life. All groups, whether public or in-house, are limited to a maximum of ten attendees to ensure the full involvement and interaction of all delegates.

Our training for engineering and manufacturing professionals is designed to motivate and stimulate them as well as provide vital additional skills and competences which they can implement immediately and which have a positive impact on how they work. All PTP's courses have been approved for CPD (Continuous Professional Development) by the Law Society.

Delegates within the engineering and manufacturing profession will also benefit from PTP using only the most talented of training consultants. They undergo the most rigorous of selection procedures to be part of our elite team – which even includes training PTP's own MD! Our consultants are chosen from hundreds of applicants every year for their passion and enjoyment of the subjects they are delivering as well as their excellent business skills and impressive track records.

A winning combination of stimulating training programmes and the best trainers in the country means we have an impressive client list including Airbus UK, Coca Cola, Nokia, The Ombudsman Service, Panasonic and Deloitte. In fact over 40% of FTSE 100 companies use PTP for their training needs.

Our Experience within the Engineering & Manufacturing industry

Since its inception in 1991, PTP has worked closely with professional people working in the engineering and manufacturing profession to help enhance their skills across all business areas.

Clients include:

- Aerospace Composite Systems
- Avery
- Bell Equipment UK Ltd
- JCB
- Kone Plc
- M & A Doocey Civil Engineering Ltd
- Mitsubishi Electrics
- Otis Lifts
- Panasonic
- Siemens
- TA Instruments
- 3M UK Plc

A Practical Example: Airbus UK Ltd

Airbus – the leading aircraft manufacturer with a turnover of more than 20 billion Euros in 2004. It has 52,000 employees across 16 sites in France, Germany, Spain and the UK. The training was to the company's Facilities and Services division.

Airbus Facilities and Services wanted a bespoke Customer Care programme which would be delivered to a large number of staff in order to enhance the perception of each department. Although each department was doing a good job this was not always appreciated by internal and external customers. The programme included the following elements:

- Improving relationships with internal and external customers
- Pro-active in customer care and how to handle complaints and objections in a positive way
- Best practice in verbal and written communication
- Focus on people and how to get the best out of them

Positive delegate feedback:

“Excellent course.”

“Very well presented.”

“Interesting and light-hearted.”

Your Training Options

PTP offer some of the best value for money training on the market today providing the flexibility to ensure its programmes suit the needs, budgets and time restrictions of their clients.

To this end it offers four training options:

- In-house training package for up to 10 delegates
- Small group public courses held at major towns and cities across the UK
- U-Choose – with a minimum of two delegates you can choose a venue, date and training programme specifically to suit you
- 1-2-1 Training and 1-2-1 Director Training – individual training at your work premises

Companies and individuals can choose from over 150 programmes in the core subjects of Management, Sales and Marketing, Finance and Planning, Customer Care and Personal Development. All our programmes can be tailored to meet the specific needs of our clients and training involves using delegates' own real work situations rather than using hypothetical situations. This gives more meaning and relevance to the training.

All training packages include:

- A top UK training consultant
- Fully comprehensive training course manuals for every delegate
- Framed certificate of attendance for every delegate
- A delegate evaluation form
- An action plan allowing for follow up actions and targets to be monitored

In-house programmes additionally offer:

- An option to choose the trainer who you believe will best suit your needs
- A pre-training conference call with the training consultant to ensure the programme content matches your requirements
- Use of your company logo on all material
- All mainland UK travel and accommodation for the training consultant included in the cost so no hidden extras

“Airbus UK Facilities and Services identified a requirement for specific Customer Care Training, but we struggled to find a course with the content tailored to the meet our criteria. We contacted PTP and worked with them to develop an on-site course that addressed this and to date have held a number of courses. The feedback from the first course participants was used to further improve the format to address specific areas of concern. The courses have proved to be very successful and we are recognising the value of working with PTP to deliver this programme.”

Frank Wallace
Facilities Manager, Airbus UK Ltd - Broughton

How to Book

Call our sales team on **0845 660 3860** to discuss how we can help you meet your training needs for engineering and manufacturing professionals or visit **www.ptp.co.uk**

Head Office
Express House, 147 Loughborough Road, Leicester LE4 5LR
T: 0116 268 0066 F: 0116 268 0999 E: info@ptp.co.uk

www.ptp.co.uk