

## **Waukesha Pearce Industries (WPI) Parts Department SkillBridge Internship Program**

**Program Length:** 12 Weeks (480 Hours Total) **Schedule:** Monday–Friday, up to 40 hours per week (flexible to accommodate training needs) **Location:** WPI Dealership Facility **Target Participants:** Transitioning service members with interest in logistics, supply chain, warehouse operations, or customer service roles in heavy equipment distribution.

**Program Overview** This 12-week paid SkillBridge internship bridges military experience (discipline, teamwork, logistics, and attention to detail) to civilian roles in a Komatsu dealership Parts Department. Participants gain hands-on training in warehouse operations, parts identification, inventory management, dealership systems, customer service, and workflow integration. The program emphasizes safety, accuracy, and professional communication while preparing participants for potential full-time employment at WPI.

Key features include:

- Assigned mentor for weekly check-ins and guidance
- Progressive structure: Weeks 1–4 (Foundations & Safety), Weeks 5–8 (Technical Skills & Application), Weeks 9–12 (Advanced Application & Career Readiness)
- Forklift operator certification (OSHA-compliant) upon completion of Week 2
- Regular performance feedback and midpoint/final evaluations
- Focus on translating military skills to dealership success

### **Week-by-Week Training Breakdown**

**Week 1 – Onboarding & Safety Foundations (40 hrs)** *Learning Objectives:* Complete administrative setup, understand dealership culture/policies, master safety protocols, and orient to facility layout.

- HR/IT onboarding & setup (8 hrs)
- Dealership orientation, policies, & culture (8 hrs)
- PPE, hazard communication, lockout/tagout, & general safety training (16 hrs)
- Warehouse walkthrough, layout, & emergency procedures familiarization (8 hrs)

*Milestone:* Safety quiz & facility orientation checklist completion.

**Week 2 – Forklift & Basic Warehouse Operations (40 hrs)** *Learning Objectives:* Achieve forklift certification, learn core warehouse processes, and apply safe material handling techniques.

- Forklift classroom theory & safety (8 hrs)
- Hands-on forklift operation, evaluation, & certification (16 hrs)
- Receiving, inspection, stocking, & put-away procedures (8 hrs)
- Picking, staging, packing, & basic material handling (8 hrs)

*Milestone:* OSHA-compliant forklift operator certification.

**Week 3 – Inventory Control & Shipping Basics (40 hrs)** *Learning Objectives:* Master inventory accuracy techniques and shipping/receiving documentation while reinforcing safety.

- Cycle counting, inventory accuracy, & discrepancy resolution (16 hrs)
- Shipping/receiving processes & documentation (8 hrs)
- Freight handling, packaging standards, & carrier coordination (8 hrs)
- Warehouse safety refresher & hazard identification (8 hrs) *Milestone:* Complete sample cycle count & documentation exercise.

**Week 4 – Komatsu Equipment & Parts Fundamentals (40 hrs)** *Learning Objectives:* Understand Komatsu product lines, common parts, and basic identification methods.

- Overview of Komatsu equipment families & applications (8 hrs)
- Identification of common wear parts, consumables, & components (16 hrs)
- Serial number decoding, model identification, & basic parts lookup (8 hrs)
- Parts department workflow & interdepartmental roles overview (8 hrs) *Milestone:* Identify 20+ common parts via visual/spec review.

**Week 5 – Parts Manuals & Dealer Management Systems (40 hrs)** *Learning Objectives:* Navigate Komatsu parts resources and dealership software proficiently.

- Komatsu parts manuals (print/digital) navigation & usage (16 hrs)
- Dealer parts/inventory software training & transactions (16 hrs)
- Support for internal service work orders & basic inquiries (8 hrs) *Milestone:* Complete parts lookup & transaction exercises in system.

**Week 6 – Parts Identification & Assessment (40 hrs)** *Learning Objectives:* Apply manuals/systems knowledge to real scenarios and demonstrate proficiency.

- Guided parts lookup & identification exercises (16 hrs)
- Inventory transactions, adjustments, & error correction (8 hrs)
- Formal assessment: manuals, systems, & identification accuracy (8 hrs)
- Shadowing warehouse lead & mentor debrief (8 hrs) *Milestone:* Pass parts identification assessment (80%+ accuracy).

**Week 7 – Parts Counter Shadowing & Customer Interaction (40 hrs)** *Learning Objectives:* Observe and participate in customer-facing roles with supervision.

- Shadowing experienced parts counter staff (24 hrs)
- Phone, walk-in, & email customer support basics (8 hrs)
- Quoting, order processing, & verification (8 hrs) *Milestone:* Assist in 10+ customer interactions under supervision.

**Week 8 – Customer Service & Order Fulfillment (40 hrs)** *Learning Objectives:* Develop professional communication and handle complex orders/emergencies.

- Professional communication, active listening, & conflict resolution (8 hrs)
- Backorders, supersessions, & substitution processes (8 hrs)
- Emergency/breakdown support & expediting (16 hrs)
- Order accuracy review & quality checks (8 hrs) *Milestone:* Process sample emergency orders with mentor review.

**Week 9 – Advanced Inventory & Components (40 hrs)** *Learning Objectives:* Manage complex inventory scenarios and understand warranty/cores.

- Large component handling, rigging, & storage (16 hrs)
- Core returns, warranty parts, & claims processes (8 hrs)
- Obsolete, surplus, & slow-moving inventory awareness (8 hrs)
- Midpoint performance review & mentor feedback session (8 hrs) *Milestone:* Midpoint evaluation & individualized improvement plan.

**Week 10 – Supervised Independent Operations (40 hrs)** *Learning Objectives:* Perform warehouse and counter tasks with minimal supervision.

- Independent picking, stocking, & inventory maintenance (24 hrs)
- Counter support & customer quoting with mentor oversight (8 hrs)
- System transactions review & accuracy auditing (8 hrs) *Milestone:* Demonstrate 90%+ independent task accuracy.

**Week 11 – Dealership Integration & Career Preparation (40 hrs)** *Learning Objectives:* Integrate across departments and prepare for civilian employment.

- Interdepartmental coordination (service, sales, field techs) (16 hrs)
- Career paths, performance metrics, & advancement at WPI (8 hrs)
- Resume building, interview preparation, & professional branding (8 hrs)
- Independent task execution & real-world application (8 hrs) *Milestone:* Mock interview & career development plan.

**Week 12 – Final Evaluation & Transition (40 hrs)** *Learning Objectives:* Demonstrate full competency and prepare for employment transition.

- Comprehensive final skills assessment & practical evaluation (16 hrs)
- Safety & forklift proficiency re-certification review (8 hrs)
- Exit interview, program feedback, & lessons learned (8 hrs)
- Employment consideration discussion & next steps (8 hrs) *Milestone:* Program completion certificate & potential job offer discussion.

**Program Outcomes** Upon successful completion, participants will:

- Hold forklift operator certification and demonstrate safe warehouse practices.
- Proficiently identify Komatsu parts, navigate manuals/systems, and process orders accurately.

- Provide professional customer support and handle emergency/breakdown scenarios.
- Execute independent warehouse/counter tasks with high accuracy.
- Be prepared for full-time roles in parts management or related logistics positions.  
Successful participants will be strongly considered for employment opportunities at WPI, based on performance and business needs.