

# LOGSTOR Academy

## - and how it all began

It is not sufficient to produce a pipe system according to various required regulations and simply leave installation and operation to the customer. Those who need to dimension, handle and service our pre-insulated pipe systems, must be trained and certified – this is managed by LOGSTOR Academy. Courses can be arranged locally throughout the world, and the department offers open as well as customized courses to international clients, supervisors, advisors and contractors. For decades, LOGSTOR has educated and at the same time built strong relationships throughout the world.

Experience shows that pipe systems installed by joint installers professionally trained by LOGSTOR Academy have the longest durability and maximum reliability. And the reason for that is quite simple: **the best solution deserves correct installation.**

### But how did it all begin?

In 1994, Claus F. Hansen started his career at, at that time called, Løgstør Rør. He was familiar with the industry as well as the company, as he had worked with district heating in previous companies. He also had direct contact with Løgstør Rør through several projects, which also resulted in a large interface and close cooperation with the sales team from Løgstør Rør.

In 1994, LOGSTOR was looking to hire an export technician with the purpose to provide technical support to the sales team, and Claus was chosen for that job. Already at that time, courses were conducted with Knud Henriksen as the Head of Training Center, and Claus was promptly responsible for projecting and conducting courses at LOGSTOR's established markets.

The job at the Training Centre presented Claus with the opportunity to travel a lot, and among the most exciting destinations were Mongolia, Kyrgyzstan and Ulaanbaatar. "It was quite exciting to introduce others to our pre-insulated pipe systems, and educate them on how to make district heating with our pre-insulated pipes. Development projects that create awareness for a better future are very rewarding," Claus says proudly.

In 2005, Knud Henriksen decided to end his career, which provided room for a well-deserved promotion - Claus became Head of Training Centre with the opportunity to influence the department and its future. An idea to establish LOGSTOR Academy emerged, where the initial focus was on internal education. In order to provide the best possible support to the sales team and distributors, training and education seemed a necessity! The department was developing rapidly, and instantly Claus and his team trained and certified people, not only internally, but also fitters who were to install LOGSTOR's pipes and joints. A course at LOGSTOR Academy was documented with a certificate of education, which to date is considered to be prestigious, as many district heating plants prefer to see installers being certified by LOGSTOR Academy. Boundaries have been moved, and LOGSTOR's knowhow and experience have been put on the global map.

LOGSTOR Academy is currently in possession of numerous competencies used in different connections; sales support, product development, improvement of efficiency of installation, training of installers worldwide and claims.

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## SHIFT IN MANAGEMENT AT LOGSTOR ACADEMY

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### After 24 years the torch has been passed

After 24 years of dedication and loyal service, Claus has chosen to retire, thus entrusting his place to Erik Toelberg. Erik was previously employed at a ventilation company in Aars, with a role as department manager. In addition, he also has experience being an auto mechanic, army officer and engineer. Among others, Erik was employed at Uponor, where he participated in launching an Academy department; hence, the concept is not unknown to him.

Erik joined LOGSTOR as a Claims Manager for products sold to DK and the Nordic markets. Subsequently, he was offered to be a part of LOGSTOR Academy and have an influence on the development of the department – he gladly accepted. As of 1th of June, Erik will take on a role as a general manager of the Academy department with a plan to eventually also act as an instructor. Erik will still have responsibilities as Claims Manager, therefore he entrusts the instructor role to the two skilled instructors already employed in the department, Henrik Thomsen and Ivan M. Ørnebjerg.

### LOGSTOR Academy - what is going to happen in the future?

The vision of the department is to develop the existing foundation, and at the same time increase the standards of the department and its future goals.

**Uniform Academy** - the department has a goal of creating a high level of education with one common concept for all LOGSTOR units. The education of installers must be the same no matter where in the world you participate in the course. The idea is that local courses must be established and the education must take place in local language, so everyone will get the most out of the course. Everything has to be streamlined, and Erik's task will be to create a uniform syllabus usable worldwide. At the same time, Henrik and Ivan will be responsible for training local instructors.

**LOGSTOR certificate** - a completed course at LOGSTOR Academy is rewarded with an education certificate, which is our evidence to the fact that only the best people install our products in the field. A strong Academy, where the education is conducted by the best instructors who present the participants with LOGSTOR's know-how and experience, is a prerequisite for proper efficiency of the installation, long life of the pipe systems and a minimum of claims. Thus, value for both customers and LOGSTOR.

**Internal training as a sales tool** - internal product training for both white and blue collars is also on top of Academy's "wish list". The idea is to provide the sales team with even more product knowledge and sales arguments, in that way prepare them to provide the best advice to our customers.

"By educating LOGSTOR people, we are always certain that the quality of our knowledge and products is always at its best," says Erik, who is very optimistic about the future of the department and his role in the process.



Claus F. Hansen



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