

## Best Practice cases in VET - Latvia (Partners: LUA)

SIA INTRAC Latvia is a company within the INTRAC group. The company works with sales of and service for heavy machines in the forestry, material handling and construction sectors. INTRAC Latvia covers the Latvian market through its four offices in Riga, Saldus, Valmiera and Rezekne. Headoffice with spare parts stock, workshops and central sales- and service functions is located in Riga. Moreover INTRAC Latvia has a machine driving education department including operator simulators for best possible trainings. The subsidiary offices in Saldus, Valmiera and Rezekne offer mobile service and sales of spares. Totally more than 100 people are employed in the company and the turnover for year 2007 was about LVL 29 millions (EUR 41 millions).

Ten service vans operate out from Riga while an additional five normally are stationed at the branch offices. 38 service mechanics handle the service and repairs.



Fig. Training facilities



Fig. Operator simulator

### Training

**INTRAC Latvia** is the only industrial machinery sales company in Latvia having a special training department. In the process of company development and respecting customer needs in year 2002 a decision to establish the training department for forestry, construction and material handling machines' operators was made.

At the present moment INTRAC Latvia provides theoretical and practical training for the represented machinery operators. Depending on each machine's technical features and operators' expertise level a specific training programme is designed for each case.

There are four professional and well-experienced trainers who deliver both theoretical and practical trainings, as well as that they constantly visit factories where the machines are being produced in order to be aware of all technical improvements and innovations.

To enable more effective training process there are two simulators (one for harvesters, one for forwarders) used in training classes.

The theoretical classes are held in Riga -INTRAC Latvia central office, whereas practical classes take place in a working site that is mutually agreed with a customer.