

SERVICE POLICY LETTER

Reference number:	SPL-30-1148	Issued: 03 September, 2018
Subject:	Technical Training update	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

Earlier this year we announced that Aston Martin Technical Training would be re-structured throughout 2018 and onwards.

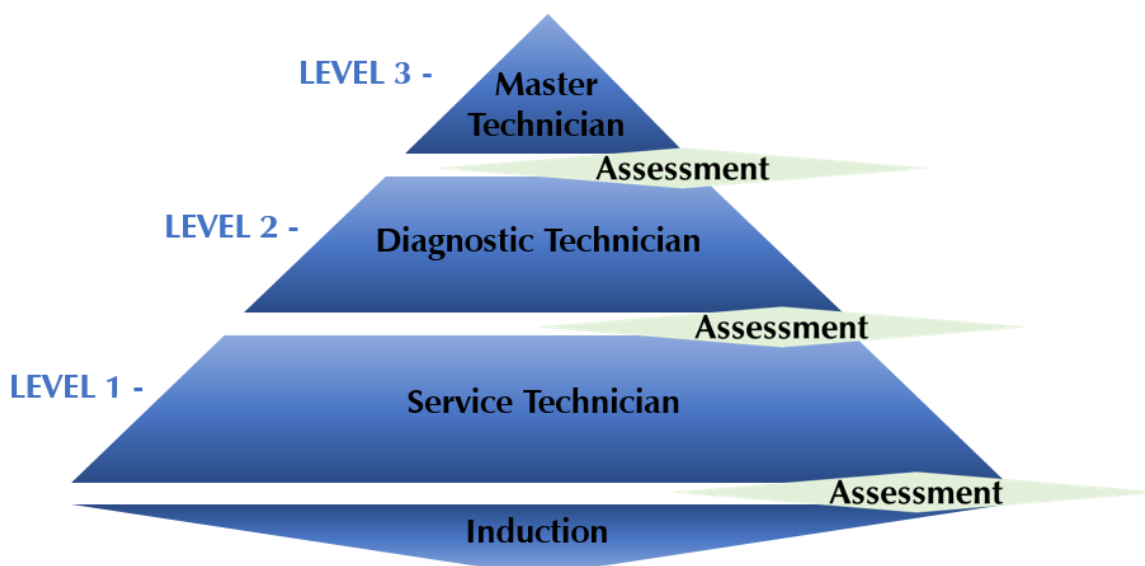
As promised, work is in progress to create an entirely new training programme. The new training programme will reward previous experience and benefit newer members of the team with relevant training. The goal is for every single technician around the world to be able to operate to a standard level. We also aim to provide them with relevant training that will benefit them in their day to day work.

Whilst we develop and start to deliver these new product courses, the creation of assessments to understand the current competency level of each technician is underway. These assessments will be used to align the current competency level of your technicians with the applicable level in the tiered structure shown below. It will then be possible to create a tailored learning path for each technician as part of their professional development.

The assessments will be available in The Academy and linked to the tiered training structure. They will also be globally agreed to make sure that there is alignment between each region. It is intended for the assessments to be used as follows:

- Every technician will complete a multiple-choice assessment to determine what level their training journey should start at. The twenty questions will be selected at random from a “bank” of questions all based on the criteria of the applicable tier.
- A pass mark of 100% will be required for the technician to move to the next tier within the training structure.
- If the technician does not pass they will only have to complete the training in the areas identified from the assessment. The tailored learning path will be based on the assessment results and will show the technician the training they require. This means they will not have to complete all of the training from the tier to move to the next one.

New Technician Competency Structure:



We will provide further detail in another Dealer communication in quarter 4 of 2018.

If you have any questions about this Service Policy Letter, please contact: Technical.Training@Astonmartin.com

Thank you for your continued support.

Yours faithfully



Steve Tiltman
Client Technical Services Manager