

# Certificate of Achievement

Craig Barley

This certificate recognizes professional achievement through the successful completion of the course

**SL2 – SERVICE LEADER 2**

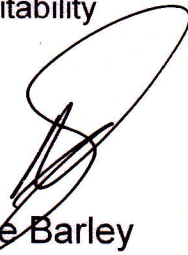
25 March 2007 – 30 March 2007 in Johannesburg, South Africa

Course Content:

- Plan – Implement – Control a whole Business Plan for the Service Leader territory by:
  - knowing how to lead the technicians and the team
  - managing the relationships with Customers
  - managing the Portfolio for retention and profitability



André Lombard  
MBM: Human Resources



Mike Barley  
National Training Manager



**Schindler**