



NOH Chapter of ASSE Special Project
June, 2011
Training of Moen Corporation Call Center Specialists

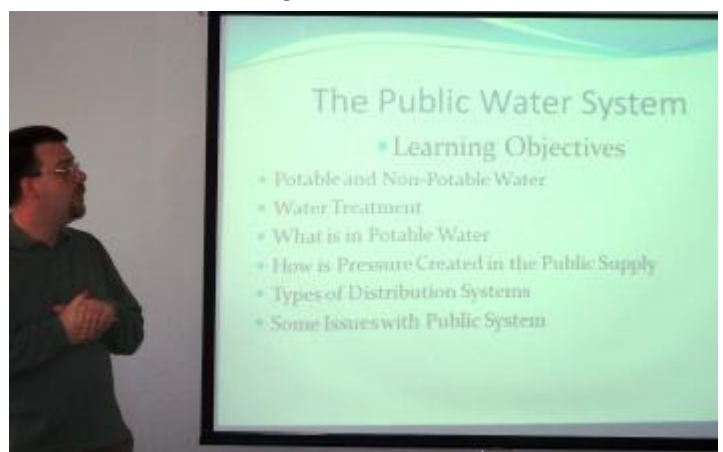


The Northern Ohio Chapter of ASSE completes the training of the Moen Corp. Call Center and Sourcing Personnel on the Principles of Plumbing and Drainage, Standards Writing, and Plumbing Codes

North Olmsted, Ohio - June 11, 2011

Jason Shank, President of the NOH Chapter of ASSE, Rich Prospal, Bob Tesar, Kim Haffey - Products Listing Coordinator, Sara Marxen - Compliance Coordinator and Steve Hazzard- Staff Engineer, all from ASSE, completed the 10 sessions of training on 5 topics under the categories shown above. Keith Bush, President of the Cleveland Chapter of ASPE and Mitch Clemente, VP of Education ASPE (National) provided the Engineering and Specifying aspects of the Standards and Plumbing basics, for one of the training sessions. Jason Shank and Rich Prospal conducted the bulk of the training sessions, on the curriculum furnished by the UA Local 55 Plumbers Training Director (Jason Shank).

Training Classes were composed of 2 groups each from the Call Center (Customer Service) on Wednesday and Saturday morning sessions of 2 hours each. Moen's Sourcing Department had one session on a Thursday morning to further educate them in the topics. The sessions were broken into group sizes of 7 to 10 people to allow for one on one contact with the instructors. The Call Center personnel were responsive and inquisitive and evaluated the program as very informative and helpful to conduct their daily work efforts and responses to their customers.





The Northern Ohio Chapter of ASSE completes the training of the Moen Corp. Call Center and Sourcing Personnel on the Principles of Plumbing and Drainage, Standards Writing, and Plumbing Codes

North Olmsted, Ohio - June 11, 2011 (Photos Continued)



Congratulations to all who Participated in this Informative Project - NOH Chapter of ASSE