



ABB University Switzerland General Information 2015

ABB University Switzerland

ABB Switzerland Ltd

LC Robotics

Brown Boveri Platz 3
CH-5400 Baden
Phone +41 58 586 05 78
Fax +41 58 586 05 97
E-Mail robotersupport@ch.abb.com

ABB Switzerland Ltd

LC High Voltage Products

Dept. PTHS-F
Brown Boveri-Strasse 5
CH-8050 Zurich
Phone +41 58 588 22 33
Fax +41 58 588 18 22
E-Mail university@ch.abb.com

ABB Switzerland Ltd

LC Cement, Minerals and Mining

Segelhofstrasse 9P
CH-5405 Baden-Daettwil
Phone +41 58 586 72 12
Fax +41 58 586 73 20
E-Mail minerals.training@ch.abb.com

ABB Switzerland Ltd

LC Electrical Machines

Industriestrasse 26
CH-5314 Kleindoettingen
Phone +41 58 586 67 41
Fax +41 58 586 69 08
E-Mail service.motors@ch.abb.com

ABB Switzerland Ltd

LC Printing

Segelhofstrasse 9P
CH-5405 Baden-Daettwil
Phone +41 58 586 88 59
Fax +41 58 586 90 54
E-Mail university@ch.abb.com

ABB Switzerland Ltd

LC Power Electronics and MV Drives

CH-5300 Turgi
Phone +41 58 589 38 50
(for Power Electronics)
Phone +41 58 589 28 04
(for MV Drives)
Fax +41 58 589 33 17
E-Mail training-pesmvd@ch.abb.com

ABB Switzerland Ltd

LC Information Systems Applications

Dept. FS-BAC
Segelhofstrasse 1K
CH-5405 Baden-Daettwil
Phone +41 58 586 74 14
Fax +41 58 586 73 83
E-Mail university@ch.abb.com

ABB Switzerland Ltd

LC Turbocharging

Dept. ZBP-3 Training & Education
Bruggerstrasse 71a
CH-5401 Baden
Phone +41 58 585 83 43
Fax +41 58 585 53 95
E-Mail university@ch.abb.com

ABB Switzerland Ltd

LC Management and Leadership Development

Brown Boveri-Strasse 6
CH-5400 Baden
Phone +41 58 585 63 47 /18 51
Fax +41 58 585 98 86
E-Mail university@ch.abb.com

ABB Switzerland Ltd

LC Business Processes and Personal Development

Bruggerstrasse 72
CH-5400 Baden
Phone +41 58 589 32 25
Fax +41 58 585 28 00
E-Mail ch-lc-bppd@abb.com

ABB Switzerland Ltd

LC Power Generation

Bruggerstrasse 72
CH-5400 Baden
Phone +41 58 585 65 53
Fax +41 58 585 28 00
E-Mail ch-lc-pg@abb.com

ABB Switzerland Ltd

LC Communication Networks

Bruggerstrasse 72
CH-5400 Baden
Phone +41 58 585 65 53
Fax +41 58 585 28 00
E-Mail ch-lc-com.net@abb.com

ABB Switzerland Ltd

LC Substation Automation and Protection

Bruggerstrasse 72
CH-5400 Baden
Phone +41 58 585 53 74
Fax +41 58 585 28 00
E-Mail ch-lc-sas@abb.com

ABB Sécheron SA

LC Transformers

Case postale 2095
CH-1211 Genève 2
Phone +41 58 586 21 19 / 22 05
Fax +41 58 586 23 05
E-Mail university@ch.abb.com



ABB University Switzerland

| Content | Page |
|--|------|
| Training concept | |
| Competency Model | 5 |
| Training offered | 6 |
| Target groups, Trainers | 7 |
| Course administration | |
| Enquiries, Schedule, Fees, Cancellation, Enrollment, Location, Language, Certificate | 8 |
| Travel information | |
| Visa, Work-permit, Health Insurance, Accident Insurance, Cost of Living, Accommodation | 9 |
| Enrollment form | 10 |
| Maps | 11 |

Introduction

ABB University Switzerland (UCH) is the umbrella organization that unifies all training activities run by 14 ABB Learning Centers in Switzerland. UCH has a decentralized organizational structure which aims to deliver target-group-oriented training for customers and ABB employees as close as possible to the business processes, at the same time as presenting a single identity to the outside world, i.e. it is a “Virtual Organization”.

UCH consists of the following Learning Centers (LCs):

- Business Processes and Personal Development
- Substation Automation and Protection
- Communication Networks
- Power Generation
- Power Electronics and Medium Voltage Drives
- Machines
- Cement, Minerals and Mining
- Printing
- Robotics
- High Voltage Products
- Transformers
- Information Systems Applications
- Management and Leadership Development
- Turbocharging

Mission

To create, build up, find, select, organize, present and exchange knowledge; to pass on knowledge freely to wherever our customers and employees currently need it and can independently utilize, convert, renew and extend it: Knowledge management...

this is the mission of ABB University Switzerland.

What does ABB University Switzerland understand with “good adult education”?

Targeted learning

To facilitate business performance and motivate people development, we support the identification of individual learning needs based on required competencies and skills.

Commitment and support

To encourage knowledge-sharing and facilitate learning and development, we foster an open and supportive learning culture.

Learning access

To allow the appropriate learning experience to be found, we provide quick and easy access with intuitive navigation to learning resources that include formal training, user forums, and knowledge databases.

Learning methods

To meet the learning objectives of our customers, partners and employees, we create just-in-time learning experiences using attractive state-of-the-art learning methods.

Learning transfer

To ensure learning transfer into day-to-day practice, we provide hands-on learning experiences and post-training monitoring and support.

Knowledge management

To ensure continuity in business performance, we actively facilitate the open exchange of knowledge and experience.

Added value for products and services

To increase confidence in, and commitment, to ABB products, services, technology and business processes, we provide high-quality learning experiences.

Added value of learning

To demonstrate the value of learning, we provide metrics for training success and effectiveness.

Virtual Organization

The power of a virtual organization is derived from its focusing and concentrating on its own core competencies. In the case of UCH, this takes the form of education and training, a service which many ABB companies can count among their strengths.

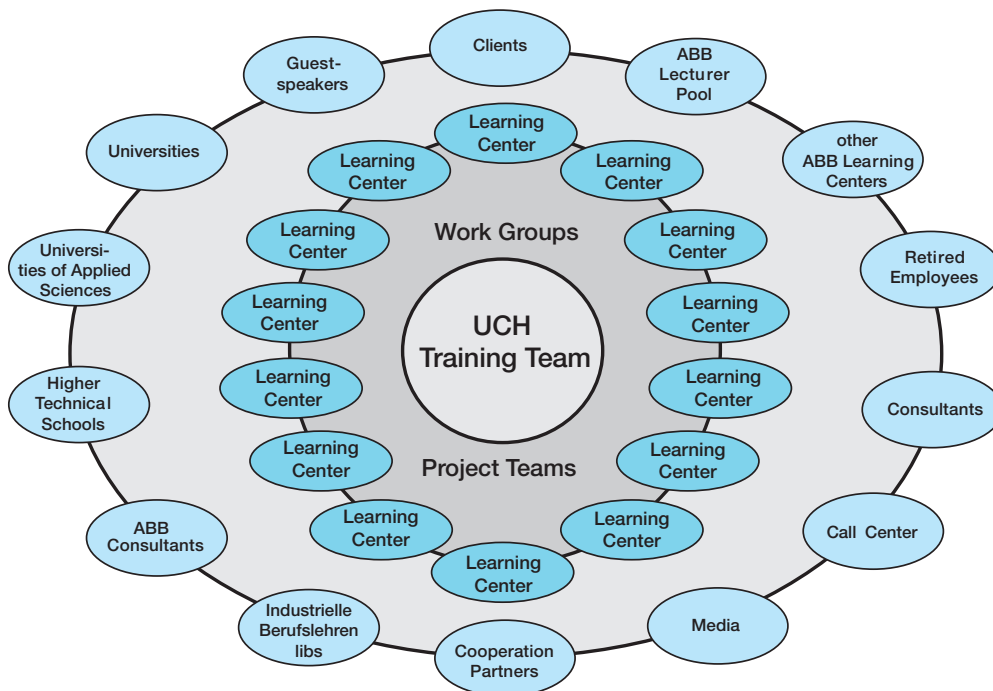
The virtual organization of ABB University Switzerland has the following structure:

The UCH Training Team, comprising the UCH Coordinator and all Learning Center Managers, forms the core of the virtual organization and leads it. In this role, the UCH Training Team focuses on exchanging know-how in relation to the training process and on utilizing synergies by creating common tools and standards.

Across the Learning Centers, Project Teams and Work Groups are formed to address common themes, such as e-learning or the execution of cross-center training projects.

The second circle comprises all Learning Centers with their managers and training staff. Each LC operates as an independent team in its own training field and is responsible for the customer satisfaction and profitability of their trainings. The only factors affecting the LCs' autonomy are a jointly drawn-up business strategy, a common training concept, commitment to absolute customer satisfaction and absorption of the joint fixed costs.

The third circle consists of specialists and partners who are deployed as needed. By means of cooperation contracts, service contracts, or other agreements, specialists, guest lecturers, private training institutes, consultants, or ABB internal staff from development, product management, engineering, etc. are engaged on a task-specific basis. Most of them do this directly with one of the training centers. The proximity to the business processes of our internal and external cooperation partners that is achieved in this way is the prerequisite for comprehensive training aligned to the target group or solution, as laid down in the UCH training concept.

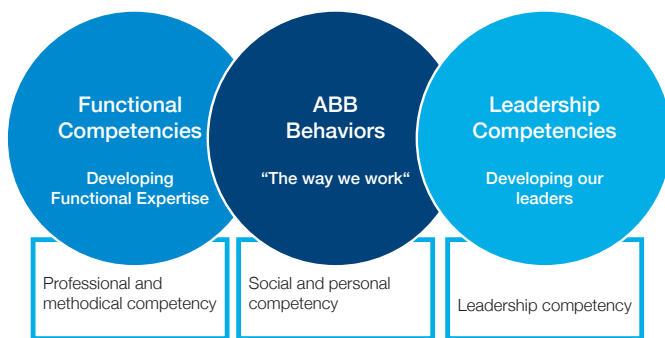


The virtual organization of ABB University Switzerland

Training Concept

Competency Model

The trainings take account of all the areas of competency of professional life. Due to the rapid obsolescence of technical knowledge, ever-changing and increasingly complex work structures and processes, as well as changing human values and self-images, education and training must cover not only methodical and technical competencies but also those of a behavioral nature. For this reason, UCH covers the following competencies: professional, methodical, social, personal, and leadership competency. The ABB Competency Framework is composed of three separate competency models, which contain the five competencies of professional life.



The Functional Competencies comprise the knowledge and skills that are necessary for a specific function or business activity. The Functional Competencies include professional and methodical competencies:

Professional competency consists of purely technical knowledge and skills. It includes the skill of connecting, deepening, analyzing, and applying technical knowledge from one's own specialist field as well as interdisciplinary. In the UCH Training Program, all necessary technical competencies along the entire business process chain are covered.

Methodical competency is defined as the ability to handle technical knowledge, processes, and problems. Methodical competency is one of the prerequisites for developing profes-

sional competency and using it successfully. This applies mainly within our business processes, where the objective is to obtain information, to structure and to interpret it correctly, to process it, store it, present it in suitable form, and use it. Methodical competency also includes the ability to use problem-solving techniques and to construct problem-solving processes.

The ABB Behaviors are the second ABB competency model and are those behaviors that are necessary to efficiently support the strategy implementation and thereby achieve long-term success. The ABB Behaviors are designed to ensure a common understanding of the requirements throughout the entire organization. The social and personal competencies of professional life are contained within the ABB Behaviors:

Social competency is the ability to deal with people. Essentially, this means the ability and willingness to become involved with other people as openly and free from prejudice as possible, and to interact with them with awareness and responsibility. This includes, for example, the ability and willingness to make an appropriate and constructive personal contribution to the activities of a group.

Personal competency is central to all of the other competencies. It reflects how the individual relates to his or her own person, both in the present and in the future. On the one hand there is the fundamental matter of how the person handles and manages himself or herself in the present. This includes aspects such as self-control, self-image, self-motivation, time management and self-responsibility. On the other hand, this area of competency also includes how the person behaves in relation to his or her own future, including, for example, the ability and willingness to develop and grow as a person.

The third ABB Competency Model comprises Leadership Competencies, are required in managerial and leadership functions.

Leadership competency is the ability to lead other people, to motivate, develop and assess them, as well as to define processes. The capacity for self-management, from the personality competency area, as well as social competency, are also closely related to leadership competency.



Training Concept

Training Offered

The training offerings are divided into Standard and Special Trainings. Standard Trainings are training courses that are already completely developed and contained in the current training program of our website or in the course portfolio brochure. Special Trainings are trainings that can be tailored at any time to the concrete training needs of a specific target group.

Trainings are classified into the following three categories:

Products, Technology and Solutions

These are both non-product- and product-related courses which form the so-called basic and product courses. Basic courses are intended mainly for planning and project personnel from all areas of the electricity supply industry and its industrial plants. The training content is design- and application-oriented, i.e. it covers power network design and planning, basic technologies, concepts, operating principles, calculation methods, project planning, etc. Product courses are intended mainly for project planning, operating, and maintenance personnel from all areas of the energy-supply industry and its industrial plants. The course content is product-related, e.g. construction, functionality, technical data, configuration, installation, operation, maintenance, troubleshooting, safety regulations, etc.

Business Processes and Tools

This category offers trainings in a broad spectrum of business processes, ranging from research and development, through project management and finance, to sales and service. It also includes knowledge of the relevant application programs, methods, and techniques.

People and Leadership Development

There are comprehensive management development programs for developing the leadership competency of junior managers. There are also individual seminars which address important management topics with the aim of preparing junior managers, and other employees with corresponding potential, for future managerial positions as early and fully as possible. The emphasis is on management development programs with integral management training. The objective is to develop managers who have the ability to work in teams, as well as profound knowledge of an entire company, and who are capable of developing and creating a cross-company management philosophy.

Further courses cover the development of social competencies such as constructive behavior in a team, winning communication, train-the-trainer, empathy and sensitivity, intercultural communication, work and meeting techniques, problem-solving methodologies, etc.



Training Concept

Target Groups

The training activities are addressed on the one hand to customers, both inside the ABB Group and end-customers. On the other hand, a further important target group are ABB employees who require information and knowledge to fulfill all the functions of their professional lives. These employees can be subdivided into managerial and technical employees:

Managerial employees who wish to acquire competencies that enable them to perform the leadership and managerial tasks of their functional level. They range from junior managers with a need not only for managerial and technical knowledge but also for development of their personality, to members of middle management who wish to acquire additional business, strategic, and leadership competencies, to enable them subsequently to handle complex business tasks in upper management.

Technical/specialist employees who require knowledge and expertise to perform their functions along the entire value-creation chain: company managers and decision-makers who have to evaluate the technologies to be used and specify the functional requirements of the systems and products, through to operators who monitor the equipment when it is in operation and have to respond to its displays and messages.

Since our customers come from all parts of the world, it is important that we give due consideration to their social, religious, and cultural needs.

Trainers

All UCH trainers are members of a trainer pool. They include internal ABB personnel (managers, consultants, sales, engineering, and other technical staff) and non-ABB personnel (guest speakers from universities, customers, and others). Besides teaching, trainers are also responsible for producing and maintaining the teaching content of their subject modules. Train-the-Trainer (TtT) courses in teaching methods and aids are organized for new trainers, and to keep existing trainers up-to-date.

The overall purpose of the above training concept is

- to satisfy the training needs of those taking part, and
- to communicate correct information.

This is achieved by a policy of continuous improvement of our training management processes, accompanied by the use of quality assurance measures such as

- providing complete and correct documentation,
- using correct technical terminology and definitions,
- applying effective didactic methods,
- conducting course evaluations and tests, and
- keeping reliable records of courses attended, and training received, by every trainee.

Trainees are asked to evaluate every seminar and course on its completion. Based on the results, measures are defined and implemented to continuously improve the quality of training.



Course Administration

Enquiries

On our website at www.abb.ch/abbuniversity you will find further information about the entire range of offerings of the Learning Centers. You will also find descriptions and dates of all the courses that are offered.

Course enquiries and course enrollment applications should be addressed to the corresponding Learning Center or to the address below:

ABB University Switzerland

Administration

Bruggerstrasse 72

CH-5400 Baden/Switzerland

Phone +41 58 585 67 34

Fax +41 58 585 28 00

E-Mail university@ch.abb.com

Enrollment

All course registrations should be made via the Internet or with the enrollment form on page 10 of this brochure. You can also enroll via the Internet.

Your application will then be confirmed and processed by the respective Learning Center (the one that is responsible for the course). For courses lasting longer than one week, your application must reach ABB at least four weeks before the course starts.

All applicants will receive written confirmation of their registration approximately one month prior to the start of the course. We recommend you to submit your applications as early as possible.

Courses may be cancelled due to lack of participants. In such cases, you will be informed at least one month prior to the scheduled start of the course.

Courses specially tailored to your requirements – so-called Special Trainings – can be presented either in a Learning Center or at your own site. Simply tell us what you need and ask for an offer. We shall be pleased to advise you!

Fees

A fixed fee is charged per trainee for courses held at our Learning Centers. The fee includes one set of documentation as well as lunch and coffee. The fee excludes travel expenses and other living costs.

The charges for Special Trainings are quoted separately.

Course fees are invoiced after the course and the corresponding amount must be remitted within 30 days of the date of the invoice. Our prices exclude VAT, withholding and other taxes, customs, fees, and other duties. Should any of these taxes apply, they must be borne by the client.

Cancellation

Except where otherwise stated, no fee is payable if the cancellation is received at least 21 calendar days prior to the start of the course. Thereafter, 50 % of the course fee will be charged, except for cancellations received seven calendar days or less before the start of the course, when the full fee becomes due.

Location

All Learning Centers are centrally located and can be reached by public transport. On the last page you will find maps showing how to find us. Courses can also be held at the customer's premises by special arrangement.

Language

Most courses are held in either English or German. Some can also be arranged in French or Spanish. However, the language of the documentation is normally English or German.

Certificate

Each trainee receives a certificate bearing the dates and the subjects of her/his training. Unless stated otherwise, the necessary attendance required to receive a course certificate is 90 %.

Copyright

All copyrights, including translation, copying, and duplication of training documentation or extracts thereof, are, and shall remain, the property of ABB.

Additional services

Tenders for customized courses (Special Trainings) or curricula can be supplemented by training consultancy, assessments, final tests, and certifications.

Travel Information

Visas

In addition to a valid passport, trainees from certain countries also require a visa for entry to Switzerland. If a visa is required, the trainee is advised to make their application to the Swiss Consulate in their country of residence as soon as they have sent their enrollment form. The purpose of the visit to be entered on the visa application is «Attendance at a training course at ABB, [insert the relevant Learning Center address]».

Health insurance

ABB does not provide health insurance for trainees. You are therefore advised to make the appropriate arrangements in your own country before departure.

Accident insurance

Trainees are insured against accidents that happen on ABB premises.

Expenses

Depending on the preferred accommodation, daily expenses range from approximately CHF 120 to CHF 360. Please note that lunches during the course days are included in the course fee.

Accommodation

There is a large number of small hotels in and around Zurich and Baden. If required, a list of hotels in Baden and Zurich will be sent along with the course confirmation. Prices per night are between CHF 110.00 and CHF 440.00. If you would like us to make a hotel reservation for you, please contact us. Should you wish to make your own hotel reservation, you can contact one of the following tourist offices:

Zurich:

Tourist Office

Hauptbahnhof
CH-8023 Zurich
Phone +41 44 215 40 00
Fax +41 44 215 40 44
E-Mail hotel@zuerich.com
www.zuerich.ch/tourism.html

Baden:

Tourist Office

Bahnhofplatz 1
CH-5400 Baden
Phone +41 56 200 87 87
Fax +41 56 200 83 82
E-Mail welcome@baden.ch
www.baden.ch/hotels

For stays beyond one month, there is also the possibility of renting a furnished one-room or two-room apartment. The rental is around CHF 900–1800 per month.

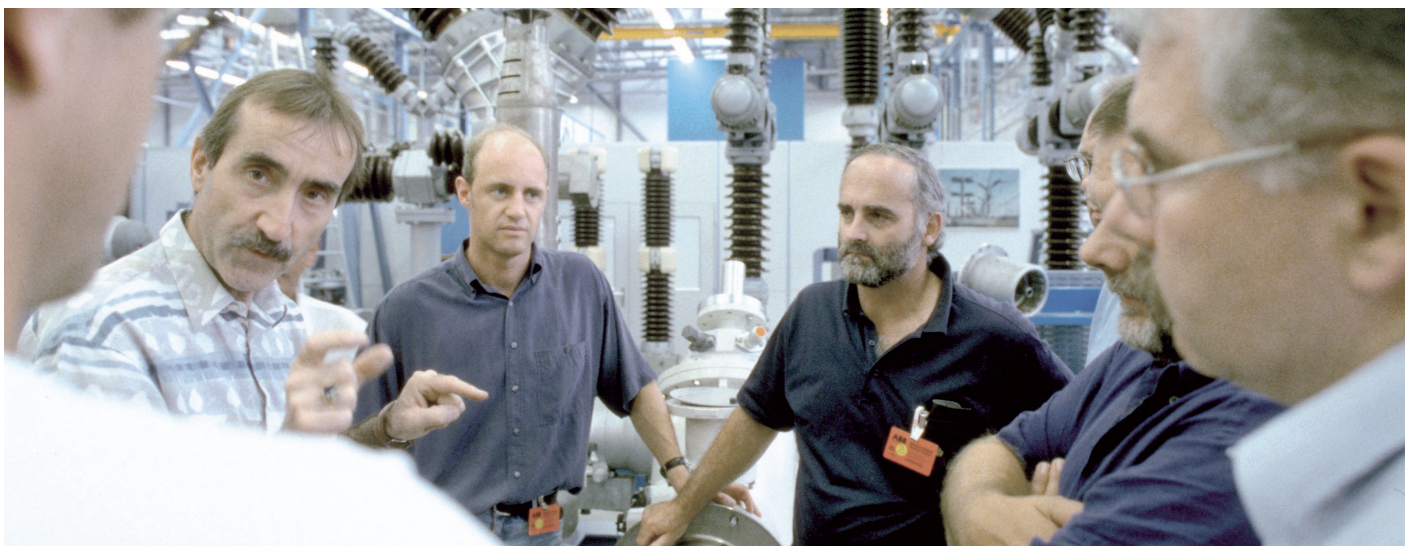


ABB University Switzerland

Enrollment Form

Personal details

Title / Job function

First name

Surname

Phone / Mobile

E-mail

To

**ABB University Switzerland
Administration**

Bruggerstrasse 72

CH-5400 Baden/Switzerland

Fax +41 58 585 28 00

Phone +41 58 585 67 34

E-Mail university@ch.abb.com

Course details

Course number

From

To

Comments

1.

2.

3.

4.

5.

6.

7.

Do you need a letter of invitation for a visa application?

Yes*

No

Do you need any assistance with the booking of accommodation?

Yes*

No

* We will contact you for further information.

Company details

Company address

Invoicing address

(leave empty if same as company address)

Company name

Street / Number

Postal code / Town

Country

Phone (main)

Fax (main)

For ABB companies only
(Please check with your financial department!)

CIT (eg, CHPAU)

BU (eg, 2875)

By returning this completed form you accept the general terms and conditions on page 8/9 in this brochure, ie, in case of cancellations or deferrals a cancellation fee may be charged. Completed enrollment forms are treated like an official purchase order and are binding.

Place and date

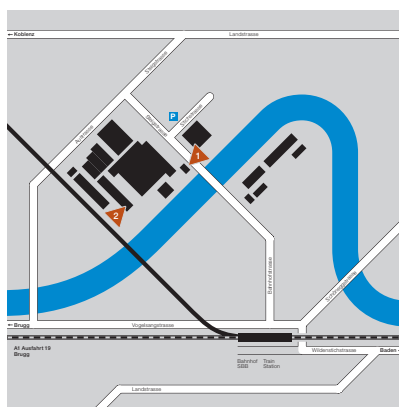
Signature

Maps



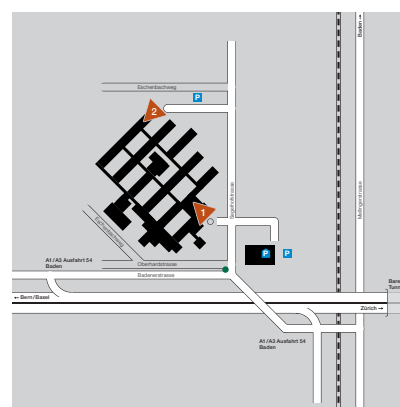
Baden

- 1 LC Business Processes and Personal Development
LC Communication Networks
LC Substation Automation and Protection
LC Power Generation
- 2 LC Management and Leadership Development
- 3 LC Robotics
- 4 LC Turbocharging



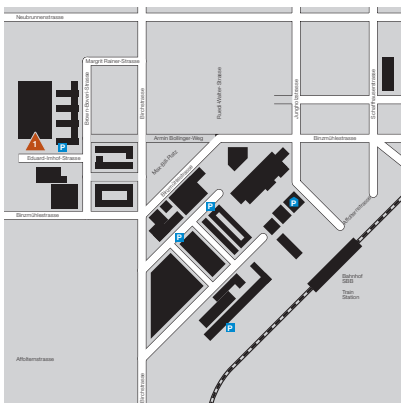
Turgi

- 1 Portier
- 2 LC Power Electronics and Medium Voltage Drives



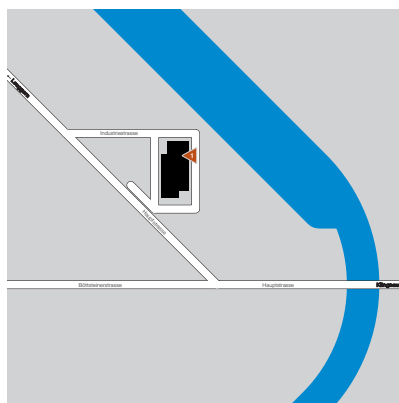
Baden-Daettwil

- 1 LC Information Systems Applications
LC Cement, Minerals and Mining
- 2 LC Printing



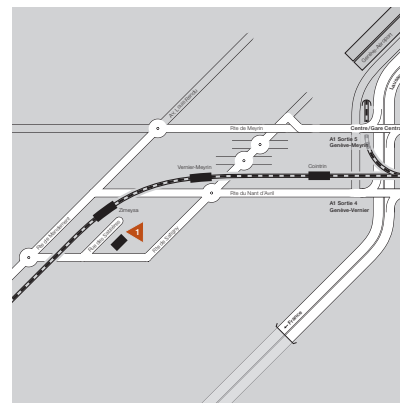
Zurich/Oerlikon

- 1 LC High Voltage Products



Kleindoettingen

- 1 LC Electrical Machines



Genève

- 1 LC Transformers

Contact us

ABB University Switzerland

Administration

Bruggerstrasse 72

CH-5400 Baden/Switzerland

Phone + 41 58 585 67 34

Fax + 41 58 585 28 00

E-Mail university@ch.abb.com

24 h-Service +41 844 845 845

www.abb.ch/abbuniversity



ABB University Switzerland