

# A Journey from Japan in Support of Generac Customers

An international journey of more than 6,000 miles from Japan to the United States was worth the trip for two members of the Generac dealer network, **Chihiro Okumura** and **Ruka Shiota**, who became the first women to earn the Master Technician Certification!

In recognition of exemplary technical aptitude, this certification is given by Generac to those who complete a series of thorough online classes, in-person lectures, laboratory tests and more, with strict evaluations for safety, performance and knowledge retention.

Chihiro and Ruka are employees of CA Plant, a provider of Generac industrial generators based out of Kyoto, Japan. There, Ruka specializes in sales and Chihiro oversees supply chain activities, mostly around the import and export of goods. In their daily roles, Chihiro and Ruka interact with organizations such as hospitals, nursing homes and manufacturing facilities.

With a rising interest among CA Plant customers for backup power solutions, Chihiro and Ruka chose to undergo this training to help their company meet this growing demand, expand technical service capabilities and deliver an exceptional customer experience.

Chihiro and Ruka went through Master Technician Certification under the guidance of the Generac Technical Service Training Team. Based out of Eagle, Wisconsin, this group oversees the training and training content of our customers' technicians worldwide and qualifies them to service our vast product line. After participating in online courses, plus a visit to Pennsylvania for training related to liquid-cooled home standby generators, they arrived in Wisconsin for the final stage of certification through Industrial and Modular Power Systems (MPS).

As a result of this training, Chihiro and Ruka acquired the necessary knowledge and skills to maintain and repair solutions in the Generac product portfolio ranging from an air-cooled home standby unit to MPS and everything in-between. While candidates historically complete certification requirements over the course of several years, they moved with urgency and precision, meeting these obligations in roughly one year.

After a well-deserved vacation in New York, Chihiro and Ruka returned home to put their abilities to use at CA Plant. Now, they have begun the extensive process of translating their notes from English to Japanese to share learnings with aspiring technicians, in turn, further developing our worldwide service workforce to support customers in need.

Partnerships like the one between Generac and CA Plant help to improve energy resilience and independence for communities both locally and abroad. Congratulations to Chihiro and Ruka!



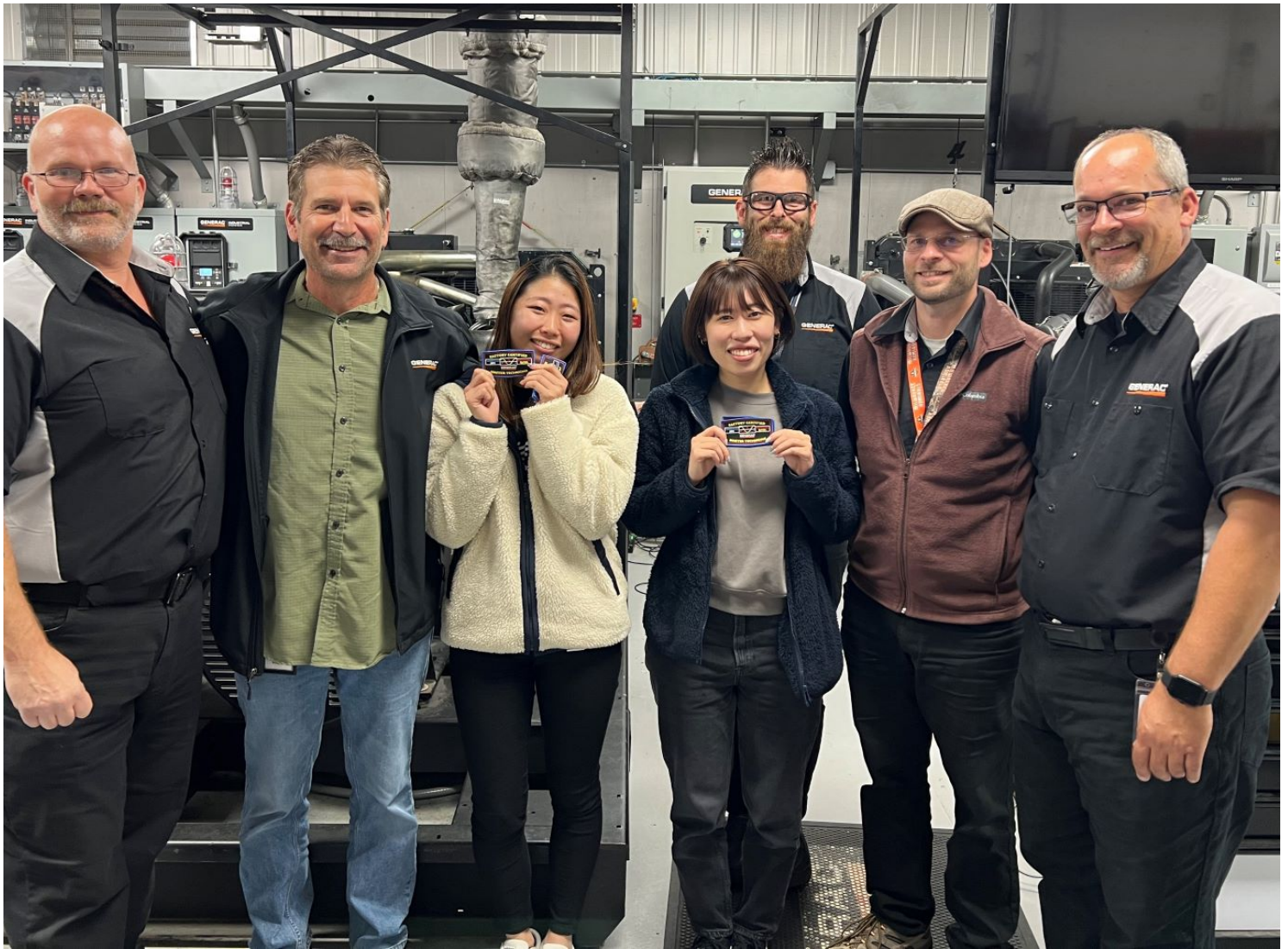


Chihiro Okumura



Ruka Shirota





bove, from left to right, are Eric Skadah, Senior Technical Service Trainer; Joe Wiegert, Senior Manager - Service Training; Chihiro, Ruka, Matthew W Supervisor - Service Training; Patrick Reimer, Technical Service Trainer and Steve Lueck, Technical Service Trainer.

