



Alfa Laval Partner Academy

Hygienic equipment and service training 2022



2022 training program – now with a complete schedule of face-to-face classes

Realize your full potential

Competence development is invaluable. It helps you do your job – and do it well. The **Alfa Laval hygienic equipment and service training program 2022** provides more opportunities to help you realize your full potential.

During the pandemic, virtual training courses replaced some of our popular face-to-face classroom training courses. In 2022, you can still enjoy a broad range of online courses through our enhanced portfolio of learning offerings.

Our portfolio includes eLearning self-study courses, live and recorded webinars, and interactive virtual classes. As more people begin to travel across the globe, Alfa Laval is again offering all our popular face-to-face classes in person.

Some highlights

- A live webinar series with more than 20 topics and a high focus on tank cleaning.
- A new blended learning format for our popular courses, *Hygienic valves and pumps* and *Hygienic tank cleaning and mixing*. To get the most out of the in-person classes, these will combine virtual sessions with traditional face-to-face training in the classroom.
- A new service training course, *Selling hygienic fluid handling service*, to help field sales representatives increase service sales.
- A new advanced service-related course, *Hygienic Fluid Handling troubleshooting and upgrades*, designed for field service and technical support specialists.

Different levels of expertise

Training needs can vary. Choose the level of training that suits your job role. Basic courses are open to everyone. Intermediate courses are for those who have completed basic training, and advanced courses for those who have completed intermediate training. See the table for more guidance.

	Who			Where	What	Why
Basic	Order handling personnel	Field sales and field service personnel	Technical support specialists	Online	15 eLearning self-study courses 20+ live interactive webinars - Access to a webinar library with more than 70 recorded webinars	- Fast, convenient access to self-study courses - Learn at your own pace whenever you have time - Choose the live and recorded webinars that are right for you
Intermediate				Online	One virtual training course with the same curriculum as our regular face-to-face classroom course	Choose between virtual online learning or face-to-face classroom training based on your needs and preferences
				Face-to-face	7 different face-to-face training courses – some with virtual sessions prior to meeting in person	- Learn through exercises, group work and demonstrations - Opportunity to ask questions and get answers
Advanced				Face-to-face	6 advanced level training courses designed to reskill or upskill participants to become in-house specialists within the area covered	- Practical hands-on exercises, group work and demonstrations - Interactive Q&A sessions

Our 2022 training program is readily available wherever you are. Easy. Convenient. Comprehensive. Online and in person.

For fast, easy access to all our training courses, log on to the Alfa Laval Learning Portal.

Enjoy 2022! Don't find what you need? Share your ideas with us at training.kolding@alfalaval.com.

The Alfa Laval Hygienic Fluid Handling competence development team



Basic level:

eLearning self-studies and webinars

Self-studies

We have a complete offering of 15 self-study modules.

The self-study modules are covering our product portfolio, each of the five industries we cover, as well as service, sales, and tools.

Commercial product introductions

- Hygienic pumps introduction
- Hygienic valves introduction
- Hygienic automation introduction
- Hygienic tank equipment introduction
- Hygienic installation material introduction
- Hygienic heat exchangers introduction
- Hygienic membrane filtration introduction

Industries

- Beverage – application introduction
- Pharma – application introduction
- Home and personal care – application introduction
- Dairy – application introduction
- Food – application introduction

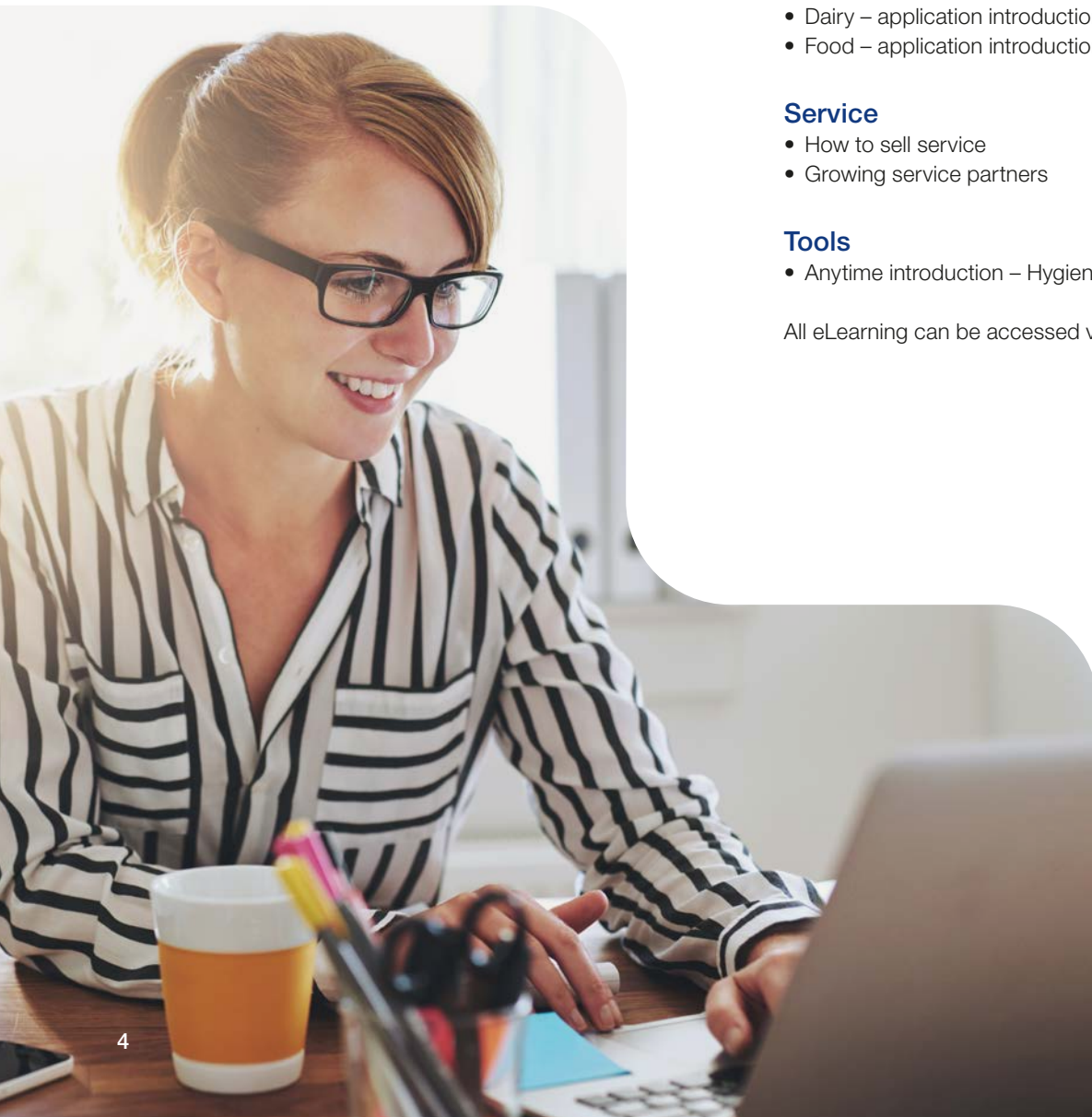
Service

- How to sell service
- Growing service partners

Tools

- Anytime introduction – Hygienic

All eLearning can be accessed via Alfa Laval Anytime.



Webinars

Webinars will be around 30 minutes long and held twice per day at 9:00 CET and at 15:30 CET.

TOPIC	DATE
■ General	
Alfa Laval application and innovation centre	21-03-2022
■ Pumps	
DuraCirc	21-02-2022
OS Twin Screw	07-03-2022
Pharma pump portfolio expansion	20-06-2022
OptiLobe	10-10-2022
■ Valves and automation	
ThinkTop V50 and V70 – with new features	23-05-2022
■ Tank equipment	
PlusClean used in the dairy industry	14-03-2022
Value based selling of mixers	04-04-2022
Tank cleaning portfolio positioning	25-04-2022
Tank cleaning in the pulp and paper industry	13-06-2022
Tank cleaning in the paint industry – Hempel case	19-09-2022
Agitator sustainability upgrade using Joules	24-10-2022
Tank cleaning retrofit potential	07-11-2022
■ Installation material	
DIN fittings	09-05-2022
ASME BPE fittings	03-10-2022
■ Home and personal care, beverage, pharma and food	
How to increase end-user relations	28-02-2022
How to increase end-user relations within the beverage industry	28-03-2022
How to increase end-user relations within the pharma industry	02-05-2022
Stainless steel surfaces, more than Ra value	16-05-2022
Sustainability optimizations for different industry applications	30-05-2022
Soups and sauces	26-09-2022



Hygienic equipment and service webinars

■ Basic level: Webinars

January	February	March	April	May	June
S 1	T 1	T 1	F 1	S 1	W 1
S 2	W 2	W 2	S 2	M 2	T 2
M 3	T 3	T 3	S 3	T 3	F 3
T 4	F 4	F 4	M 4	W 4	S 4
W 5	S 5	S 5	T 5	T 5	S 5
T 6	S 6	S 6	W 6	F 6	M 6
F 7	M 7	M 7	T 7	S 7	T 7
S 8	T 8	T 8	F 8	S 8	W 8
S 9	W 9	W 9	S 9	M 9	T 9
M 10	T 10	T 10	S 10	T 10	F 10
T 11	F 11	F 11	M 11	W 11	S 11
W 12	S 12	S 12	T 12	T 12	S 12
T 13	S 13	S 13	W 13	F 13	M 13
F 14	M 14	M 14	T 14	S 14	T 14
S 15	T 15	T 15	F 15	S 15	W 15
S 16	W 16	W 16	S 16	M 16	T 16
M 17	T 17	T 17	S 17	T 17	F 17
T 18	F 18	F 18	M 18	W 18	S 18
W 19	S 19	S 19	T 19	T 19	S 19
T 20	S 20	S 20	W 20	F 20	M 20
F 21	M 21	M 21	T 21	S 21	T 21
S 22	T 22	T 22	F 22	S 22	W 22
S 23	W 23	W 23	S 23	M 23	T 23
M 24	T 24	T 24	S 24	T 24	F 24
T 25	F 25	F 25	M 25	W 25	S 25
W 26	S 26	S 26	T 26	T 26	S 26
T 27	S 27	S 27	W 27	F 27	M 27
F 28	M 28	M 28	T 28	S 28	T 28
S 29		T 29	F 29	S 29	W 29
S 30		W 30	S 30	M 30	T 30
M 31		T 31		T 31	

General information

Course fee

No fee.

Time

Twice per day on the days mentioned
at 09:00 CET
at 15:30 CET

Language

All webinars are held in English.

Sign up

Externals: Alfa Laval Anytime/
Training/Learning Portal
Internals: Workday/Learning Portal

September	October	November	December
T 1	S 1	T 1	T 1
F 2	S 2	W 2	F 2
S 3	M 3	T 3	S 3
S 4	T 4	F 4	S 4
M 5	W 5	S 5	M 5
T 6	T 6	S 6	T 6
W 7	F 7	M 7	W 7
T 8	S 8	T 8	T 8
F 9	S 9	W 9	F 9
S 10	M 10	T 10	S 10
S 11	T 11	F 11	S 11
M 12	W 12	S 12	M 12
T 13	T 13	S 13	T 13
W 14	F 14	M 14	W 14
T 15	S 15	T 15	T 15
F 16	S 16	W 16	F 16
S 17	M 17	T 17	S 17
S 18	T 18	F 18	S 18
M 19	W 19	S 19	M 19
T 20	T 20	S 20	T 20
W 21	F 21	M 21	W 21
T 22	S 22	T 22	T 22
F 23	S 23	W 23	F 23
S 24	M 24	T 24	S 24
S 25	T 25	F 25	S 25
M 26	W 26	S 26	M 26
T 27	T 27	S 27	T 27
W 28	F 28	M 28	W 28
T 29	S 29	T 29	T 29
F 30	S 30	W 30	F 30
	M 31		S 31

Hygienic equipment and service classroom and virtual courses

■ Intermediate level: Classroom courses

■ Intermediate level: Virtual courses

■ Advanced level: Classroom courses

January	February	March	April	May	June
S 1	T 1	T 1 Virtual hygienic valves #5	F 1	S 1	W 1 Hygienic fluid handling service and maintenance
S 2	W 2	W 2	S 2	M 2 Advanced hygienic tank cleaning	T 2
M 3	T 3	T 3	S 3	T 3	F 3
T 4	F 4	F 4	M 4	W 4	S 4
W 5	S 5	S 5	T 5	T 5 Advanced hygienic agitators and mixers	S 5
T 6	S 6	S 6	W 6	F 6	M 6
F 7	M 7	M 7	T 7	S 7	T 7
S 8	T 8 Virtual hygienic valves #1	T 8	F 8	S 8	W 8
S 9	W 9	W 9	S 9	M 9	T 9
M 10	T 10 Virtual hygienic valves #2	T 10	S 10	T 10	F 10
T 11	F 11	F 11	M 11	W 11	S 11
W 12	S 12	S 12	T 12	T 12	S 12
T 13	S 13	S 13	W 13	F 13	M 13 Dairy, beverage, and food applications and processes
F 14	M 14	M 14	T 14	S 14	T 14
S 15	T 15	T 15	F 15	S 15	W 15 Pharma and home and personal care applications and processes
S 16	W 16	W 16	S 16	M 16	T 16
M 17	T 17	T 17	S 17	T 17	F 17
T 18	F 18	F 18	M 18	W 18	S 18
W 19	S 19	S 19	T 19	T 19	S 19
T 20	S 20	S 20	W 20	F 20	M 20
F 21	M 21	M 21 Hygienic tank cleaning and mixing	T 21	S 21	T 21
S 22	T 22 Virtual hygienic valves #3	T 22	F 22	S 22	W 22
S 23	W 23	W 23 Hygienic valves and pumps	S 23	M 23	T 23
M 24	T 24 Virtual hygienic valves #4	T 24	S 24	T 24	F 24
T 25	F 25	F 25	M 25	W 25	S 25
W 26	S 26	S 26	T 26 Hygienic fluid handling troubleshooting and upgrades	T 26	S 26
T 27	S 27	S 27	W 27	F 27	M 27
F 28	M 28	M 28	T 28	S 28	T 28
S 29		T 29	F 29	S 29	W 29
S 30		W 30	S 30	M 30	T 30
M 31		T 31		T 31 Hygienic fluid handling service and maintenance	

General information

Course fee

Virtual courses: No fee.

Classroom courses: The course fee will be charged according to the fee of each course.

Language

All courses are held in English.

Course certificate

Certain requirements must be fulfilled to earn the course certificate.

Enrolment

Externals: Alfa Laval Anytime/ Training/Learning Portal

Internals: Workday/Learning Portal

Or contact Elina Mäkinen,
elina.makinen@alfalaval.com

Further information

More information about the courses and training in general can be found on Alfa Laval Anytime/Training and Share/ALPAS Food & Water division, or contact Elina Mäkinen,
elina.makinen@alfalaval.com

September	October	November	December
T 1	S 1	T 1	T 1
F 2	S 2	W 2 Advanced hygienic valves	F 2
S 3	M 3 Hygienic tank cleaning and mixing	T 3	S 3
S 4	T 4	F 4	S 4
M 5	W 5 Hygienic valves and pumps	S 5	M 5
T 6	T 6	S 6	T 6
W 7	F 7	M 7	W 7
T 8	S 8	T 8	T 8
F 9	S 9	W 9	F 9
S 10	M 10	T 10	S 10
S 11	T 11	F 11	S 11
M 12	W 12	S 12	M 12
T 13 Hygienic GPHE service and maintenance	T 13	S 13	T 13
W 14	F 14	M 14	W 14
T 15	S 15	T 15	T 15
F 16	S 16	W 16 Hygienic fluid handling service and maintenance	F 16
S 17	M 17	T 17	S 17
S 18	T 18	F 18	S 18
M 19	W 19	S 19	M 19
T 20	T 20	S 20	T 20
W 21 Selling hygienic fluid handling service	F 21	M 21	W 21
T 22	S 22	T 22	T 22
F 23	S 23	W 23	F 23
S 24	M 24	T 24	S 24
S 25	T 25	F 25	S 25
M 26	W 26	S 26	M 26
T 27 Advanced hygienic plate heat exchangers	T 27	S 27	T 27
W 28	F 28	M 28	W 28
T 29	S 29	T 29	T 29
F 30	S 30	W 30	F 30
	M 31 Advanced hygienic valves		S 31

Classroom and virtual courses

■ Virtual hygienic valves

What is covered

- An in-depth look at Alfa Laval valves: Butterfly valves, Unique SSV, Unique Mixproof and SMP-BC valves, diaphragm and regulation valves
- Valve automation portfolio
- Valve working principles and servicing
- Features, advantages and benefits
- Valve sizing and selection

Duration: 5 × 2-hour virtual sessions

Run by: Alfa Laval Kolding, Denmark

Dates: 8, 10, 22, 24 February 2022 and 1 March 2022

■ Hygienic tank cleaning and mixing

Objective

The objective is to provide an overview of the tank cleaning and mixing and blending portfolio and how to sell using features, advantages and benefits arguments and to enable the participants to handle technical inquiries by using our selection tools and product documentation.

Content

- *Tank cleaning:* Technology and portfolio, features, advantages and benefits, selected competitors and design and selection in selected applications, including exercises.
- *Agitators and mixers:* Mixing duties, the Alfa Laval mixing technologies, features, advantages, and benefits, positioning of different mixing technologies, and introduction to the quote process.
- How to use the actual sales support tools available.

Part of the theory covered will be supported by demonstrations in our *Alfa Laval Fluid Handling Application and Innovation Centre*.

Duration: 1 day and 2 × 2-hour virtual sessions

Location: Alfa Laval Kolding, Denmark

Dates: 21 March 2022 and 3 October 2022

■ Hygienic valves and pumps

Objective

The objective of this course is to provide a technical understanding of the Alfa Laval valves, valve automation equipment and pumps, their features, advantages and benefits and selected main competitors and to enable the participants to handle detailed, technical inquiries and select the right products using our sizing and selection tools.

Content

- *Valves and valve automation:* Butterfly valves, Unique SSV single seat valves, mixproofability, Unique Mixproof Valves and SMP-BC Mixproof Valves, diaphragm, regulating, sampling, and safety valves and valve automation.
- *Pumps:* LKH and SolidC centrifugal pumps including LKH Evap, rotary lobe, twin screw, and circumferential piston pumps.

Duration: 4 days and 4 × 2-hour virtual sessions

Location: Alfa Laval Kolding, Denmark

Dates: 22–25 March 2022 and 4–7 October 2022

■ Hygienic fluid handling service and maintenance

Objective

The objective of this course is that the participants upon completion of the course should feel confident doing maintenance and troubleshooting of hygienic components in the field.

Content

Maintain, disassemble, rebuild and trouble shoot the hygienic core products:

- Single seat valves and Mixproof valves
- Butterfly valves
- Regulating valves
- Centrifugal pumps
- Positive displacement pumps
- Cleaning equipment
- Agitators

There will be focus on genuine spare parts, preventive maintenance and on a structured way of doing trouble shooting as well as tips and tricks when doing service.

Duration: 3 days

Location: Alfa Laval Kolding, Denmark

Dates: 31 May–2 June 2022 and 15–17 November 2022

■ Dairy, beverage, and food applications and processes

Objective

The objective of this course is to enable participants to increase sales into the dairy, beverage, and food industries through increased understanding of the customer's requirements and challenges. And, how the use of Alfa Laval components makes a difference in process reliability and profitability.

Content

- Industry needs, trends, and drivers
- Industry application overview
- Use and function of ingredients
- Process examples incl. equipment consideration and sales arguments (milk heat treatment principles, separation and homogenization, egg product production, juice and soft drink processing, production of viscous products, CIP processes, mixing etc.)

Duration: 3 days

Location: Alfa Laval Kolding, Denmark

Date: 13–15 June 2022



■ Pharma and home and personal care applications and processes

Objective

The objective of this course is to enable participants to increase sales into pharma, and home and personal care industries through increased understanding of the customer's requirements and challenges. And, how the use of Alfa Laval components makes a difference in process reliability and profitability.

Content

For each industry we will cover:

- Industry needs, trends, and drivers
- Industry application overview
- Explanation of standards and different stainless-steel grades and surfaces for hygienic applications
- Process examples incl. equipment consideration and sales arguments (like water systems, Biopharma processing, laundry liquids, hair care products, CIP processes, mixing, production of viscous products etc.)

Duration: 2.5 days

Location: Alfa Laval Kolding, Denmark

Date: 15–17 June 2022

■ Hygienic GPHE service and maintenance

Objective

The objective of this course is that the participants upon completion of the course should feel confident doing maintenance and troubleshooting of Alfa Laval FrontLine and BaseLine in the field.

Content

Maintain, disassemble, rebuild and trouble shoot the hygienic GPHE range:

- FrontLine
- BaseLine

There will be focus on genuine spare parts, preventive maintenance and on a structured way of doing trouble shooting as well as tips and tricks when doing service.

Duration: 2 days

Location: Alfa Laval Kolding, Denmark

Dates: 13–14 September 2022

■ Selling hygienic fluid handling service

Objective

The objective of this course is that the participants should feel confident in selling hygienic fluid handling service offerings to end-user customers.

Content

Understanding customer needs within service and with focus on:

- Managing and selling parts
- Proactive mapping of Installed Base
- Correct spares supply and stock levels, with focus on service kits
- Genuine spare part sales – value selling
- Service contracts
- Value proposition of preventive maintenance
- How to set-up a service contract
- Upgrade selling
- Sustainable solutions and understanding TCO drivers

The training is highly interactive and includes roleplays and working with how to deal with objections in a sales situation.

Duration: 3 days

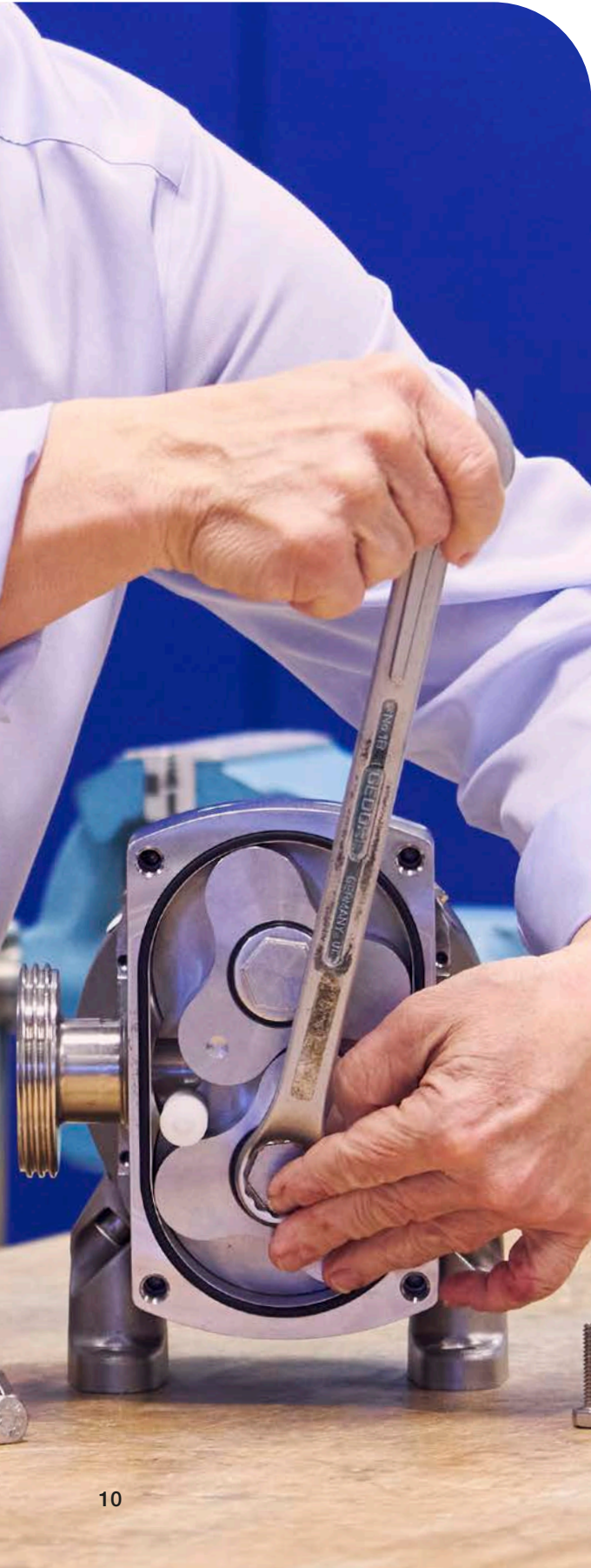
Location: Alfa Laval Kolding, Denmark

Dates: 20–22 September 2022



Advanced level:

Classroom courses



■ Hygienic fluid handling troubleshooting and upgrades

Objective

The objective of this course is to enable the participant to confidently do troubleshooting on hygienic fluid handling equipment in a structured way to identify root causes and problem solutions and to enable the participant to perform energy and water saving equipment audits and suggest upgrade opportunities based on a detailed payback analysis.

Content

Troubleshooting:

- Identifying likely root causes by asking questions in a structured way
- Inspection of equipment and its installation
- Understanding of system impact on equipment

Upgrades:

- How to do an equipment audit
- Choosing the optimal replacement equipment
- Calculating water and energy savings, total cost of ownership, and payback time using Joules and presenting audit results and upgrade opportunities

The training will be conducted via several troubleshooting and upgrade cases utilizing our in-house process plant.

Duration: 5 days
Location: Alfa Laval Kolding, Denmark
Dates: 25–29 April 2022

■ Advanced hygienic tank cleaning

Objective

The objective is to provide a comprehensive understanding of tank cleaning and of the Alfa Laval tank cleaning technologies and portfolio and where to offer what. Furthermore, the objective is that the participant should confidently be able to sell using features, advantages and benefits arguments for the different products comparing also to competitor solutions. Finally, the participant will be trained in handling tank cleaning configuration and application-based sizing.

Content

- Tank cleaning technologies
- Tank cleaning portfolio
- Features, advantages and benefits, unique selling points and competitors
- Typical sales process
- Application based sizing using Anytime configuration and sizing tool
- Water and chemical savings using rotary jet heads
- Service aspects

Training will be given in how to use the actual sales support and sizing tools available. Part of the theory will be demonstrated in our *Alfa Laval Fluid Handling Application and Innovation Centre*, and several hands-on sessions are included.

Duration: 2 days
Location: Alfa Laval Kolding, Denmark
Dates: 2–3 May 2022

■ Advanced hygienic agitators and mixers

Objective

The objective is to provide a comprehensive understanding of mixing duties and mixing theory and of the Alfa Laval mixing technologies and where to use what technology. Furthermore, the objective is that the participant should confidently be able to sell using features, advantages and benefits arguments for the different products comparing also to competitor solutions. Finally, the participant will be trained in handling mixing inquiries and agitator configuration.

Content

- Mixing duties and mixing theory
- Detailed overview of the Alfa Laval mixing technologies: Agitators, Magnetic Mixers, Hybrid Powder Mixer and Rotary Jet Mixers
- Positioning of the different mixing technologies: where to offer what
- Features, advantages, and benefits
- Competitor intelligence
- Inquiry handling
- Selection of standard agitators
- Mechanical configuration of agitators in general using Anytime configuration tool

Training will be given in how to use the actual sales support tools available.

Part of the theory will be demonstrated in our *Alfa Laval Fluid Handling Application and Innovation Centre*, and several hands-on sessions are included: liquid mixing, agitation and powder dispersion.

Duration: 3 days
Location: Alfa Laval Kolding, Denmark
Dates: 4–6 May 2022

■ Advanced hygienic plate heat exchangers

Objective

The primary objective of this course is to acquire good technical knowledge about the plate heat exchanger as a concept, and how to select and size them by doing CAS exercises within the following areas: beverage, brewery, dairy, food and for utilities used in these industries.

Content

- Hygienic plate heat exchanger product range
- How to configure the plate heat exchanger
- CAS 5 single section designs (1-phase duties only)
- CAS 5 multi section designs (1-phase duties only)
- Available tools
- Physical properties of fluids

The course is heavily focused on the participants doing exercises in CAS 5.

Duration: 4 days
Location: Alfa Laval Kolding, Denmark
Dates: 26–29 September 2022

■ Advanced hygienic pumps

Objective

The objective of this course is to gain comprehensive technical and commercial knowledge to assist in developing the sales of both rotary lobe pumps, circumferential piston and twin screw pumps, and centrifugal pumps and to be capable of imparting this information to the local inside and outside sales teams.

Content

- Extensive Alfa Laval pump range overview including features, advantages, and benefits
- Typical pump applications and how to do competitive sizing including pump energy optimization
- Hands-on evaluation of Alfa Laval pump range and of the top competitors to be able to make key feature comparisons
- Hands-on strip down of various pump types to be able to demonstrate maintenance and troubleshooting
- How to find support materials (pricelists, manuals, certificates, etc.)

Duration: 5 days
Location: Alfa Laval Kolding, Denmark
Dates: 24–28 October 2022

■ Advanced hygienic valves

Objective

The primary objective of the course is to provide a deep knowledge of valve selection and configuration, valve matrix design guidelines and of the principles used in hygienic design. The course will focus on features and benefits of the Alfa Laval valve technologies used in matrix design and compare them to competitor solutions.

Content

- Principles of hygienic design
- *Mixproof valve technology:* Alfa Laval mixproof technologies, selection, sizing of mixproof valves, features, advantages, and benefits, positioning of the different mixproof technologies
- *Valve matrix design:* Basic guidelines for valve matrix design, tips and tricks, discussion of pros and cons of different designs
- *Automation:* Terms and technology within sensing and control, the new ThinkTop offering vs. main competitors including hands on
- *Sustainability optimization:* Possibilities to reduce water/CIP consumption with mixproof valves, ThinkTop and designing a valve matrix
- *Aseptic processing:* How aseptic processing differs from hygienic processing, typical designs, product portfolio available

Duration: 4 days
Location: Alfa Laval Kolding, Denmark
Dates: 31 October–3 November 2022

Detailed course descriptions and enrolment

Externals: Alfa Laval Anytime/Training

Internals: Workday/Learning Portal

Further information: elina.makinen@alfalaval.com



This is Alfa Laval

Alfa Laval is active in the areas of Energy, Marine, and Food & Water, offering its expertise, products, and service to a wide range of industries in some 100 countries. The company is committed to optimizing processes, creating responsible growth, and driving progress – always going the extra mile to support customers in achieving their business goals and sustainability targets.

Alfa Laval's innovative technologies are dedicated to purifying, refining, and reusing materials, promoting more responsible use of natural resources. They contribute to improved energy efficiency and heat recovery, better water treatment, and reduced emissions. Thereby, Alfa Laval is not only accelerating success for its customers, but also for people and the planet. Making the world better, every day. It's all about *Advancing better™*.

How to contact Alfa Laval

Contact details for all countries are continually updated on our website. Please visit www.alfalaval.com to access the information.

