THE CERTIFICATION SYSTEM: LEVELS AND CONTENTS

**Associate Level**

This certification level is intended for Konica Minolta customer engineers (CEs) with 0-12 months of field experience. It establishes a basic skills knowledge level, and is a prerequisite to attending product-specific classroom training. CEs certified in this level and the product specific courses will be capable of installing, servicing, and troubleshooting the specific products in which they have achieved certification. In addition, they can identify and escalate issues to their management.

**Professional Level**

This is the recommended certification level for all CEs servicing Konica Minolta products. This certification level is targeted at technicians servicing all Konica Minolta multifunctional products. CEs certified in this level and the product-specific courses will be capable of installing, servicing, and troubleshooting the products in which they have achieved certification. In addition, they may also escalate unresolved issues through their management to the appropriate technical support agency.

Associate level certification must be achieved prior to attaining certification in the Professional level track.

**Expert Level**

This is the certification level for specialists in four customer-related specific technology tracks:
- Expert Production Printing
- Expert Color
- Expert Office Solutions
- Expert Network

Specialists certified in this level will be capable of analyzing and resolving most symptoms in their specific technology tracks. In addition, they may also escalate unresolved issues through their management and appropriate technical support agency to Konica Minolta Business Technologies CSO, Japan. They are also qualified to provide technical advice to CEs certified as Associate or Professional.

Professional level certification must be achieved prior to attaining certification in the Expert level track.

**Master Level**

This certification level for high-level support specialists currently consists of the track:
- Master of Color
- Master of Office Solutions
- Master of Production Printing

Specialists certified in these levels will be capable of correctly analyzing and resolving system-wide symptoms and performing color management within multiple applications, office environments and PP environments. They will escalate unresolved issues through their management and appropriate technical support agency to Konica Minolta Business Technologies CSO, Japan. They are also qualified to provide technical advice to CEs certified as Associate, Professional, or Expert.

- Expert Color certification is required for Master of Color.
- Expert Office Solution is required for Master of Office Solutions.
- Expert Production Printing certification is required for Master of Production Printing.

**Diploma Level**

The Diploma level is the highest OUTWARD certification level.
- Diploma of Color

Specialists certified in this top level will be capable of correctly identifying a failure symptom and providing a valid solution based on knowledge of color management and hands-on expertise. They will demonstrate their theoretical knowledge and extensive cognitive troubleshooting capabilities in a practical assignment that takes several days. The certification is recommended for color support specialists in the production printing-related technology areas.

Master of Color certification and any one of the following optional Expert levels is a mandatory requirement for the Diploma assessment: Expert Production Printing, Network or Office Solutions.

Please turn over for a complete content overview.
THE CERTIFICATION TRACK IN DETAIL

**MASTER OF COLOR**
- Color Management in Adobe Creative Suite
- Color Management in QuarkXPress & Freehand MX
- Color Printing Workflow in DTP Environment
- PDF/X Creation Workflow

**EXPERT COLOR**
- Color Calibration & Profiling
- Color Management
- Color Printing from CorelDRAW & MS Publisher
- Color Printing Workflow in an Office Environment
- Desktop Publishing
- DTP Applications
- EFI Colorwise
- Image Processing Technologies
- Light Sources and Monitors in Color DTP
- Offset Printing
- Printing in a Workflow Environment

**EXPERT OFFICE SOLUTIONS**
- Accounting and Payment Solutions
- Adobe PostScript
- Advanced Failure Analysis & Error Reporting
- BES OpenAPI
- Color Printing from CorelDRAW & MS Publisher
- Color Printing Workflow in an Office Environment
- Data Management
- Data Security – Part 1
- Data Security – Part 2 Authentication
- Desktop Publishing
- Device Management
- Document Management Systems
- Escape Sequences
- IT Infrastructure & OS Scenarios in Office Environments
- Printer Languages and Printing Fonts
- Print Queue Management
- Windows Vista
- Working in Integrated Environments

**EXPERT NETWORK**
- Adobe PostScript
- Advanced Failure Analysis & Error Reporting
- Advanced Networking
- Apple Macintosh Basics
- Data Security – Part 1
- Data Security – Part 2 Authentication
- Desktop Publishing
- Device Management
- Document Management Systems
- Escape Sequences
- Linux Basics
- Linux Printing Basics
- Mainframe/Host Printing
- Novell Basics
- Novell Printing Basics
- Printer Languages and Printing Fonts
- Windows 2003 Server
- Windows 7
- Windows XP

**ASSOCIATE LEVEL**
- B&W Copier
  - All about Paper
  - Digital Copier Basics – Part 1
  - Digital Copier Basics – Part 2

- Color Copier
  - Color Basics 1

- Printer
  - Printer Basics 1

- Network/IT
  - Basic IT – Software
  - Basic IT – Hardware

- Fax
  - Fax Basics 1

- General
  - Customer Focus for the Service Professionals
  - Konica Minolta History, Philosophy & Strategy
  - Principles of Troubleshooting
  - Safety & Environment

**PROFESSIONAL LEVEL**
- B&W Copier
  - Digital Copying – Technical Realization
  - Network Scanning Basics
  - Scanner/Image Processing

- Color Copier
  - Color Basics 2
  - Color Copying – Technical Realization

- Printer
  - Apple Printing Basics
  - Network Printing Basics
  - Printer Basics 2
  - WinVista/NT/2000/XP Printing Basics

- Network/IT
  - Computer Network Basics
  - The Internet

- Fax
  - Fax Basics 2

- General
  - Box Operation & Management
  - Document Workflow Scenarios in Office Environments
  - Making Routine Print Jobs Easier

**DIPLOMA OF COLOR**
- Hands-On Test

*Pre-requisite: MASTER OF COLOR + Expert Color + 1 other Expert + application form sent in by manager