



1 May – 30 June 2006 News Letter of the National Lift Truck Operator Registry

Dear Clients and Friends of National LIFTOR:

This edition of “**National LIFTOR ALERT!**” includes some general news, some important reminders to LIFTOR Certified Instructors & Test Examiners, and some useful information for your interest in industrial truck safety and productivity.

1. It was my honor to award the **Crown Equipment Corporation** with the prestigious “Award of Excellence” at the annual awards banquet of ISPI (**International Society for Performance Improvement**). Crown’s submission met the very rigorous ISPI criteria for development of their new “**Demonstrated Performance Quick Start Service Training Program**” This new training system provides the same kind of rigor that you know from the LIFTOR system. “Quick Start” trains and qualifies new industrial truck **service technicians** in much less time than the former method, and gets new technicians the necessary skills to do their jobs right the first time. There were 10 other ISPI professional **Awards of Excellence** earned by organizations such as the United States Coast Guard, Discover Financial, PG&E of California, Slova Pharmaceuticals of the Netherlands, Xerox, AT&T and others.



Joe Monaco at the ISPI Awards Ceremony in Dallas, TX, April 11, 2006. **ISPI** is a professional society whose members use systematic, data-driven, and empirical methods to deliver measurable results for performers and their organization.

**Purchasing NEW Forklifts?** If you are considering the purchase of a new make or model of industrial truck, please know that matching National LIFTOR training and certification materials (Packets) are probably already available to you. **WHY** use them? Because, during your vehicle selection process, and **BEFORE** submitting the P.O. (Purchase Order), you are well-served to make sure that your industrial truck **OPERATORS** can **actually** pass the National LIFTOR Certification test for the class and lift code related to the supplier’s model of truck. Passing the vehicle-and-workplace-relevant test from National LIFTOR means that **OPERATORS** can actually learn to operate the truck **safely within their particular work environment**. If they can **NOT** pass the test, it usually means that one or more characteristics of the “truck under consideration” is **NOT** suitable, “as-is”. Can **ALL** operators keep **ALL** their body parts inside the operator’s compartment, at **ALL** times while the truck is moving? Can the truck turn within your rack aisles with plenty of clearance?...with a full pallet load?...in



one sweeping movement? This is important information to discover BEFORE laying out hundreds of thousands of dollars, or often MILLIONS of dollars on a new fleet. So, including a National LIFTOR Test in your new fleet purchase process may save you allot of embarrassment and at least as much money.

2. **VALIDATION:** Since 2002, when we develop new training materials for any new piece of equipment or work environment, we start validating the related LIFTOR Certification test. Validation (ensuring that the test measures what it purports to measure) is important so we can ensure that the instructional and testing materials you use are compliant with EEO, ADA and OSHA rules, as well as local work rules and/or operator performance requirements. It also helps support your employee relations efforts. National LIFTOR certification tests that are currently being validated are as follows:

- Crown TSP Narrow Aisle Turret in a consumer package goods DC.
- Yale GLC Propane CB in a consumer package goods DC.
- Jungheinrich Reach Model 116/216 in a hair care products factory.
- NISSAN PO Series Electric CB in a consumer package goods DC.

In the future, if you want to validate a test for your equipment **and** work environment, we are interested in talking to you about the following:




- Raymond Narrow Aisle Standup Reach truck in a raw materials warehouse or DC.
- Yale electric motor Counterbalance in Raw materials warehouse.
- NISSAN Pallet Stacker for use in consumer package goods DC.

If you have any of the above, or want formal validation of another specific model, please call us at 732-563-4430. There is a fee for this validation service.

All National LIFTOR Tests are also checked for **inter-rater reliability**. This “test-of-the-test” is done by experienced, in-house National LIFTOR Certified Test Examiners under the supervision of a National LIFTOR Master Test Examiner, at the subscribing industrial site.

3. **Need clarification on test items containing “Stop Test” criteria?** If you are a National LIFTOR Certified Test Examiner, you are required to administer the certification test in a fair and legally defensible way. How you handle test items with “Stop Test” **[ST]** criteria in their “block” of criteria is an important responsibility. To be sure that you are doing your job as an Examiner both professionally, and ethically, here is the rule set you can apply:



If test ITEM	and during single trial, operator...	and...	then do this...
contains <b>ONLY [ST]</b> criteria within its block of criteria.	does <b>NOT</b> pass one or more of the <b>[ST]</b> criterion measures in the same block of criteria		<ol style="list-style-type: none"> <li>1. Allow operator to continue until finished with test ITEM TASK.</li> <li>2. Mark/date ALL criterion measures in accord with your judgment. <b>STOP TEST</b> for today.</li> <li>3. Summarize and immediately coach operator on relevant criterion-related behavior.</li> <li>4. Observe 2 day wait period. Restart test from beginning of test ITEM and mark/date each AND EVERY criterion measure.</li> </ol>
contains <b>BOTH [ST]</b> and <b>NON [ST]</b> criterion measures within its block of criteria.	does <b>NOT</b> pass on one or more of the <b>NON [ST]</b> criterion measures		<ol style="list-style-type: none"> <li>1. Allow operator to continue until finished with test ITEM TASK.</li> <li>2. Mark/date ALL criterion measures in accord with your judgment.</li> <li>3. At a time convenient for you, RE-SET TEST ITEM. START AGAIN from beginning of test ITEM.</li> <li>4. Allow operator to complete test ITEM task again, and again mark/date each AND EVERY criterion measure (for each criterion measure, multiple trials on the same day are to be marked with same date and initials multiple times. Each trial = 1 complete set of mark/dates)</li> </ol>
has <b>ONLY NON [ST]</b> criterion measures within its block of criteria.	does <b>NOT</b> pass on one or more of the <b>NON [ST]</b> criterion measures		<ol style="list-style-type: none"> <li>1. Allow operator to continue until finished with test ITEM TASK.</li> <li>2. Mark/date ALL criterion measures in accord with your judgment.</li> <li>3. At a time convenient for you, RE-SET TEST ITEM. START AGAIN from beginning of test ITEM.</li> <li>4. Allow operator to complete test ITEM task again, and again mark/date each AND EVERY criterion measure (for each criterion measure, multiple trials on the same day are to be marked with same date and initials multiple times. Each trial = 1 complete set of mark/dates)</li> </ol>

4. **National LIFTOR Certified Operators have master-level skill.** If you are a subscriber to the National LIFTOR management and training system, be assured that your certified operators are among the most skilled operators in the world! They have had to show, during a rigorous on-truck test (NOT a pencil-and-paper test) that they are capable of responding to all known hazards with extreme precision...and with speed! It is unlikely that any operator has passed the test without having learned, through repetitious practice of the prescribed behavioral criteria, how to operate the truck in his or her own work environment. Add this mastery-level skill to a shop floor that is supervised by a National LIFTOR Certified Test Examiner, and you will enjoy injury-free operators for the long-term...by experience, this means upwards of 20 years for some LIFTOR subscribing industrial sites.



5. **More information you can use:** Please consider using these FREE resources or services available through email, [www.LIFTOR.com](http://www.LIFTOR.com) or by calling me at 732-563-4430:

- For Candidate Certified Instructor & Test Examiners, who are about to take their “acid” test, be sure to schedule the “telephone coaching sessions” with me so I can help you prepare as you practice the test with your candidate operator. This service is available 24/7, by appointment.
- If you are the LIFTOR Leader at your Licensed Industrial Site, you or your Certified Test Examiners are encouraged to request updated REGISTRY reports at least every quarter. This is your way of seeing who’s in...and who’s out...of their 3-year OSHA cycle of National LIFTOR certification. Send your requests for a REGISTRY REPORT via email to [info@LIFTOR.com](mailto:info@LIFTOR.com). Be sure to include all your contact information.
- Your Industrial Site License entitles you to FREE consultation or help that can be delivered via email or telephone. If you are your industrial site’s LIFTOR LEADER, then call with ANY concern, question, or issue that is in any way related to YOUR LIFTOR activities. Call 732-563-4430.
- For Industrial Sites from L’Oreal or Maybelline-Garnier factories or administration centers, you can call me at my L’Oreal phone in Clark, NJ via the inter-office phone 2-6616 (732-499-6616), or you can conveniently send mail to LIFTOR headquarters through the inter-office mail system by labeling an inter-office envelope with “Joe Monaco, Clark, NJ.”

6. For more on National LIFTOR activities, perspectives and free downloads, visit [www.LIFTOR.com](http://www.LIFTOR.com). For information on other ways Monaco Group, Inc. can serve your “Human Performance Improvement” needs, please call or send an email to the below address.

Best wishes,

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