



## **DHP's Training Methodology**

DHP uses the consulting services of a Doctor of Education from Columbia University (Dr. Linda Paul) in the development of its training seminars. DHP's training methodology includes:

- Short, interesting, interactive lecture sessions using:
  - Power Point™ slides
  - Video clips
  - o Animations
- Group exercises to enhance understanding and retention
- Workshops to further enhance understanding and retention
- Optional daily open-book Knowledge Verification Exam to document what was learned

A *Knowledge Verification Exam* and hands-on *Proficiency Verifications* are given each day. Don't worry...you'll pass. Since 1988, DHP has been training water treatment personnel like you. We take you step-by-step through the **knowledge and proficiencies needed for advanced troubleshooting of an RO system**. All exams are open book because nobody remembers everything for the rest of their lives...but you'll know in the future where to get the information you need in the book.

We provide a lot of repetition so that you will have no problem getting good scores. For example, to make sure that you know how to use membrane manufacturers' design software to calculate water flux rate and minimum concentrate flow rate, we:

- 1. First, go over the information in a Power Point™ format.
- 2. Second, go over the information in a membrane manufacturer's design program.
- 3. Third, obtain operating data from an actual RO system and compare the actual operational data to the projected values from the design software.
- 4. Fourth, have a workshop on the topic, which is really just a practice exam for the Knowledge Verification Exam at the end of the day. All workshops are performed in groups to aid in the learning experience. There will be no surprises on the daily Knowledge Verification Exams. You will have previously seen and answered similar questions in the workshops.

NOTE: Knowledge Verification Exams are optional. If you don't want to be certified, you don't have to take the exams.



#### Who Should Attend

This is an advanced troubleshooting training program. Each company has to decide if all employees in one or more job classifications receive advanced troubleshooting training or if only a select few of the following receive this training:

- Operators, especially lead operators
- Maintenance personnel
- Supervisors/Managers
- Engineers
- Original Equipment Manufacturers
- Service technicians
- Others

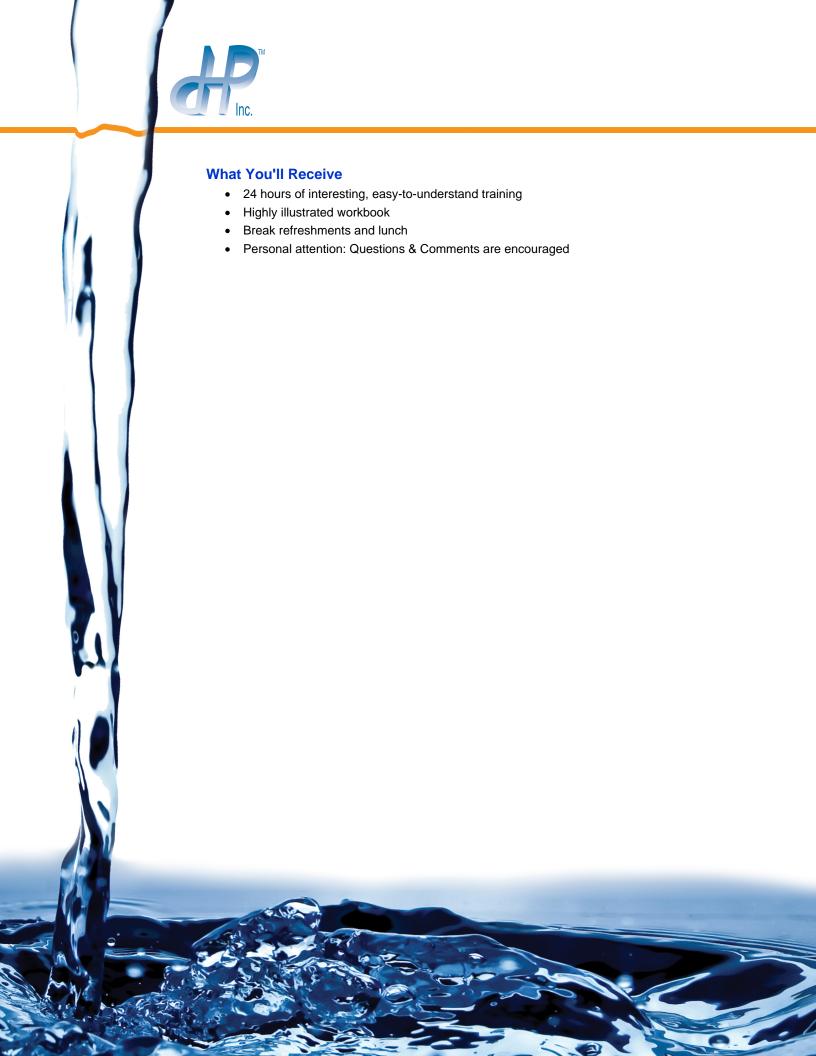
# Why You Should Attend

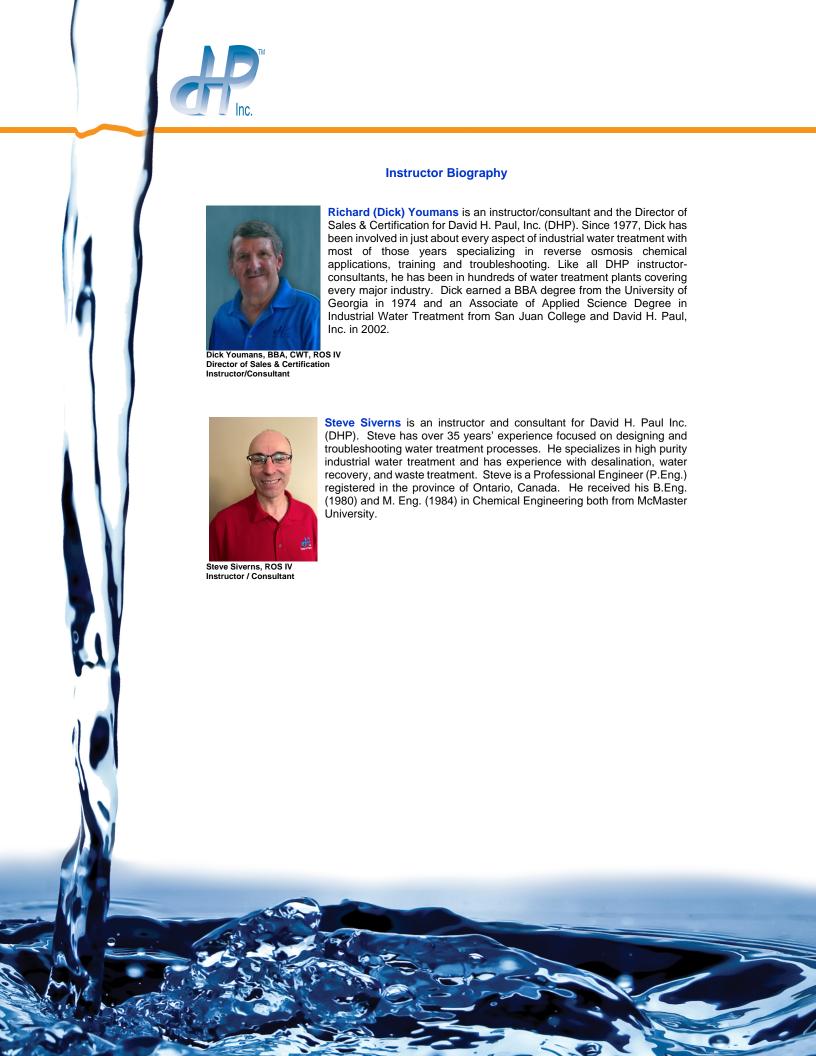
### From a Personal Standpoint

- After successfully completing this 3-day program you will be in the top 0.1% of RO personnel in the world in your level of understanding and proficiency
- If desired, you can add Reverse Osmosis Specialist III to your title and bio
- Puts you in a better position for job advancement
- You can't get this information anywhere else
- The instructor has decades of practical RO water treatment experience
- The instructor is an RO water treatment consultant
- The instructor is a professional trainer
- The seminar covers the material in a step-by-step manner so that everyone will understand the concepts presented
- The presentation uses a multimedia format, with many videos and animations provided

### From an Employer's Standpoint

- Trained employees save you money by:
  - Having the knowledge needed to identify problems at an early stage
  - Having the ability to troubleshoot even difficult problems many RO systems face
  - Using this knowledge to correct problems
  - o Less down time of the RO system
  - o Increased system reliability
- Being able to show clients, customers and any applicable governmental agencies that your employees have been independently certified on their knowledge and proficiencies







### **Certificate of Completion**

Each attendee will receive a DHP/IDA certificate of completion following the course.

## **DHP Training Seminars**

DHP has trained **over 20,000 water treatment professionals worldwide since 1988**. Trainees include industrial, governmental, and drinking water clients. The average rating given by attendees for all DHP seminars, including this one, is over 9 (on a scale of 1-10, with 1 being a terrible rating and 10 being an outstanding rating).

#### **Testimonials**

The following are typical comments from attendees of DHP seminars:

Content was delivered very well. Appreciate all of the shared experience.

Joseph Farra

...instructor is very detailed and patient!

Jason Whiddon

Very engaging and easy to follow material.

Bradley Krigbaum

Very informative, easy to follow along.

Scott Hewett

Great instructor, appreciate the small class size.

Paul Ruiz IV

...I have definitely gained great amounts of knowledge and a better understanding of water chemistries and RO systems.

#### Victoria Mohamed

Everything is well structures and easy to understand. I enjoyed the in depth explanation of mass balance ... diving into are provided ... very enjoyable...

Ty Lafferty

It was great to be able to do the hands on testing and walking through the calculations together as a group.

