Driving Success
The Success Cycle graphically represents the Flow Solutions division business model. From Innovation & Training through Global Project Competence, each component of the Success Cycle contributes to the goal of rapidly delivering technology and solutions to customers, and improving the life cycle costs of rotating equipment. Rotating Equipment Specialists are the drivers of the Success Cycle and, ultimately, the satisfaction of Flowserve customers around the world. Through the RES program, their efforts to understand and apply the latest in technology and provide world-class customer service are unmatched in the industry.

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Flowserve Corporation has established industry leadership in the design and manufacture of its products. Where properly selected, this Flowserve product is designed to perform its intended function safely during its useful life. However, the purchaser or user of Flowserve products should be aware that Flowserve products might be used in numerous applications under a wide variety of industrial service conditions. Although Flowserve can provide general guidelines, it cannot provide specific data and warnings for all possible applications. The purchaser/user must therefore assume the ultimate responsibility for the proper sizing and selection, installation, operation, and maintenance of Flowserve products.

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Delivering world-class service and support is key to ensuring customer success and satisfaction. That’s the goal of the Flowserve Rotating Equipment Specialist (RES) program, the industry’s most comprehensive and in-depth employee development initiative.

This broad-ranging training program strengthens the rotating equipment expertise of Flowserve sales engineers, while reinforcing other “soft” skills such as communication, time management and business fundamentals. The RES program requires Flowserve engineers to update their skills and product knowledge on a regular basis. By establishing this global training standard, Flowserve provides more consistent service and support for customers around the world.

Providing exceptional knowledge and support on a global basis

The goal of the RES program is to achieve a high level of consistent customer support. That goal is particularly difficult when customers are multinational companies with facilities around the globe.

The RES program is a logical extension of the Flowserve commitment to providing the highest level of operational excellence—including technical service, application engineering and quick response on repairs. Thanks to the RES program, Flowserve sales engineers provide customers with the same outstanding engineering knowledge, service and support, regardless of their location.

Delivering the RES advantage

Flowserve sales engineers are known for their outstanding product knowledge and willingness to go the extra mile for customers. The RES program demonstrates Flowserve dedication to achieving continually higher standards for customer service and support. This comprehensive training program enables sales engineers to better help customers by showing how to apply Flowserve technology and solutions in the most effective ways possible.

The RES program is also a strategic investment in Flowserve people. Sales engineers enjoy the benefits of outstanding training and personal development, helping them advance their careers and earning greater respect from both peers and customers. And in the end, they’re better equipped to serve customers, which builds loyalty and respect.

The Rotating Equipment Specialist Mission Statement

To design, implement and deliver comprehensive training for Flowserve sales associates so that each is qualified with the necessary knowledge and skills to consistently deliver world-class service and support that satisfies customer requirements, regardless of location.

Four levels of rotating equipment expertise

The RES program consists of four levels of qualification. Courses vary in length from eight to 40 hours, with a total time commitment ranging from 20 days for RES 1 to more than 100 days for RES 4. Training is tracked on an individual basis and conducted in the laboratory, online, in the classroom and through field experience. Progress is evaluated as part of each engineer’s performance appraisal process, and advancement from level to level is monitored through a rigorous testing process.

Because of the in-depth nature of the training, only 10 percent of RES participants are targeted for RES 3 qualification. They support lower-level RES engineers and provide benchmarking in specific regions or across a customer’s organization. RES 4 is made up of an even more elite group of engineers, focusing on structural and organizational issues at the highest levels for global customers.

RES Curriculum Highlights

RES 1
- Seal and pump fundamentals; introduction to sealing technology; computerized sizing and selection of seals and sealing systems; general Flowserve product knowledge; interpersonal and communication skills; time management; computer software; functional Flowstar.net understanding

RES 2
- WR/WR materials; piping plans; Sundstrand equipment and sealing applications; couplings; compressor seal construction and applications; general selling skills; training and presentational skills; business finance; pump and mechanical seal specialist—Level 2; pump systems analysis—Level 1; mixing equipment technology: root-cause combo course; vibration analysis—entry level; expanded Flowstar.net functionality; API 682/610 & ISO/DIN specifications; Lifecycle Advantage™ knowledge; sales coaching

RES 3
- Vibration analysis—Level 1: balancing techniques; alignment—reverse indicator and laser; CMMS systems; bearings and lubrication; continuing education through Society of Maintenance and Reliability Professionals/Vibration Institute Turbo/Pump Symposium; oil application and analysis; oil mist; reliability strategies (RCM, TPM, etc.); industry standards (API, ANSI, ISO); statistical analysis of failure data; negotiation skills, full Flowstar.net functionality

RES 4
- Vibration analysis—Level 2: thermography; piping and system design; equipment foundation design; economic analysis; drivers (types and designs); motor troubleshooting; steam turbines; gear box fundamentals and troubleshooting

Taking customer service to the next level

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