

SITE PERFORMANCE MANAGER DEVELOPMENT



Jaime Wentzel
Minnesota, USA

"I really enjoy being present at the dealer, and with the dealer, to help them and the customer succeed. Being in the middle of the mining activity is exciting. I enjoy learning about the challenges both the customer and dealer face daily. I know I am forming life long relationships."



Jim Davey
South Gobi, Mongolia

"Working with our customers to help achieve their goals is one of the most satisfying jobs within CAT. The SPM role demonstrates our commitment to helping customers gain the greatest performance from their machines while balancing their requirements for productivity, availability and optimized operating costs."



Roberto Olivera

"Being an SPM is proving to be the best step of my career so far. Being accountable for success of a customer and its operations is an exciting yet real challenge and it drives my daily activities and projects. It also allows me look at the whole customer experience and really feel and see the business from the customer perspective."



Nico Erasmus
Johannesburg, South Africa

"To me life as an SPM with Caterpillar is about making a tangible difference where it impacts our customers most. This requirement remains dynamic as the needs of customers change in this fluid business environment we find ourselves in today. My role therefore expands way beyond traditional support structures to an all inclusive role you have to fulfil to become the "trusted advisor" providing solutions to minimise total cost of ownership and improve the overall productivity of their equipment and operations. It is by no means an easy assignment but a very fulfilling one if positive and tangible results can be delivered at the site in partnership with our dealer teams."

SPM DEVELOPMENT Experienced Military Leadership

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