

Functional Area: Product & Service Life Cycle (Products / Services Maintenance)

1. Title	Carry out maintenance services for customers on-site or in-house	
2. Code	ITCSPL204A	
3. Range	This UoC applies to all arrangements, actions and procedures relating to actual carrying out of customer maintenance services. Such services may be carried out in-house or even on-site depending on task nature and customer preferences. This is a step in the implementation phase for "Customer Retaining".	
4. Level	2	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Carry out maintenance services for customers on-site or in-house</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand the importance in providing the expected level of maintenance services to gain the ultimate satisfaction of customers ● Understand the key successful factors for satisfactory product maintenance services, including good preparation, nice co-ordination, skillful craftsmanship etc. All these need to be planned in advance ● Understand the significant different in nature between in-house and on-site maintenance, and preparations are also different accordingly ● Understand that successful maintenance work highly depends on employees' knowledge, decision, skills / craftsmanship etc, and training is the best way to guarantee these features ● Be aware of the extremely high correlation between the performance of maintenance services and customer satisfaction, which in term can has significant impact to the company <p>Be able to:</p> <ul style="list-style-type: none"> ● Setup in a clear and unambiguous manner the procedures for providing product / service maintenance services, to be followed by all front-end technicians / repairman and supporting personnel ● Clearly identify the types / categories of maintenance work to be conducted in customers' site or in-house, with pre-established escalation path if queries or special requests arise ● Clearly explain to customers the procedures and details about in-house maintenance services, such as the lead time, charging scheme, warranty period, and even the traffic arrangement to those maintenance stations ● Clearly explain to customers the procedures and details about on-site maintenance services, such as the guaranteed response time, charging scheme, additional charges if not covered by maintenance contract, etc ● Setup an effective monitoring and reporting systems to record all events / outcomes regarding on-site or in-house maintenance services ● Arrange periodic and ad hoc reviews of the maintenance services being provided to check for below standard performance or deviation from normal events (such as late arrival of repairman) ● Propose sensible upgrade or changes in maintenance services to secure long term customer retaining and enhanced product images

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all related staff members contribute their greatest effort in providing product / service maintenance services ● Always strike a proper balance of interests among customers, employees and the company
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully arrange the provision of on-site or in-house maintenance services for customers ii. ensure the long term customer satisfaction regarding maintenance services up to a certain level iii. successfully retain most customers over a long period of time
Remark	