

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

1. Title	Prepare and execute the components installation and un-installation	
2. Code	ITCSPL206A	
3. Range	This UoC applies to all arrangements, procedures and tasks to actually conduct the product / service components installation and un-installation process. The step is performed at completion of all preparation and co-ordination work.	
4. Level	2	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Prepare and execute the components installation and un-installation</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand a maintenance assignment is not completed without the final implementation task such as the component installation and un-installation ● Understand the seemingly simple task of component installation or un-installation may be the only visible work that can be seen by most customers ● Understand that an error / defect free component installation or un-installation is vital to many aspects of the company such as image, cost saving, etc ● Understand the necessity of catering for customer's needs and new demand, especially after any component un-installation ● Be aware of the possible loss of a customer account, say after a particular component un-installation <p>Be able to:</p> <ul style="list-style-type: none"> ● Well prepare in advance a clear and easy to follow procedure for any product component installation / un-installation ● Well schedule in advance the manpower needs and roster arrangement for staff members deployed to perform product component installation / un-installation upon request by customers ● Carry out the tasks for product component installation / un-installation ● Make proactive proposals to customers for product / service upgrading or switching, especially after receiving un-installation requests ● Keep accurate records about any installation / un-installation requests from customers for subsequent investigation and follow up actions ● In case component installation / un-installation involves outsourcers, take all necessary actions to ensure the tasks performed by them are comparable with own employees <ul style="list-style-type: none"> ● Always ensure all related staff members contribute their greatest effort in carrying out even the routine tasks of product component installation / un-installation ● Always strike a proper balance of interests between customers, and the company
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <p>i. successfully prepare all requirements to get ready for product / service installation or un-installation</p> <p>ii. ensure the efficient and effective execution of product installation or un-installation in a timely manner</p>	
Remark		