

Functional Area: Product & Service Life Cycle (Retire)

1. Title	Carry out products / services un-installation
2. Code	ITCSPL208A
3. Range	This UoC applies to procedures and tasks to actually conduct the un-installation of the product / service in concern. The step may demand for skillful craftsmanship in case of physical products or special technical knowledge in case of computer based services.
4. Level	2
5. Credit	2
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> ● Understand that the entire product / service retirement phase is not completed without the last piece of work, namely product / service un-installation ● Understand the apparently simple task of product / service un-installation may be the only visible piece of work observable by most customers ● Understand that an error or defect free product / service un-installation is vital to many aspects of the company such as image, costing, etc ● Understand the necessity for deploying suitable manpower to perform the actual product / service un-installation ● Be aware of the possible loss of customer accounts after a particular product / service un-installation if prior communication and arrangement is insufficient <p>6.2 Carry out products / services un-installation</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Plan and schedule in advance the detailed arrangement for product / service un-installation to ensure its smooth execution ● Arrange appropriate staff member or member group (say engineering staff), or outsourcers to conduct the product / service installation ● Well co-ordinate with customers to ensure un-installation is done at the date, time and venue (if applicable) according to their convenience ● Maintain effective and efficient communication channels with customers involved in product un-installation, to cater for their changes in decision, un-installation arrangement, and even upgrade planning ● Ensure possession of the necessary skills / craftsmanship, and customer relationship skill for performing the un-installation ● Reduce the impact to customers to a minimum after the related product / service un-installation ● Ensure that customers are properly followed up by related staff members if an upgrading or product replacement agreement is in force ● Accurately maintain all records and event loggings during the product / service un-installation procedure <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all related staff members contribute their greatest effort and maintain the relationship with customers while conducting product / service un-installation ● Always strike a proper balance of interests between customers and the company, even after actual product un-installation
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> i. successfully perform the product / service un-installation upon requests by customers ii. ensure the un-installation is performed in an efficient and timely manner iii. ensure minimal impacts to both the customers and the company after product / service un-installation
Remark	