

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

1. Title	Monitor and measure the maintenance service levels	
2. Code	ITCSPL317A	
3. Range	This UoC applies to all actions and tasks related to the monitoring and measurement of the maintenance service levels provided to customers. This step is critical in ensuring that proper services are offered to different customer segments, and enhance the periodic reviewing and upgrading of maintenance services.	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Monitor and measure the maintenance service levels</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand that the level of maintenance service to customers need to be tailored according to the demand and preferences of different customer segments ● Understand the necessity of setting up a proper monitoring mechanism to ensure that all customer maintenance services are provided according to contract commitments ● Understand the importance of sticking to established company policies and guidelines throughout the entire process of maintenance services provision ● Understand that any monitoring mechanism needed to be equipped with an effective measuring system to ease operations such as data collection, storage and comparison in monetary values ● Be aware of the wide range of options and methodologies to conduct the monitoring and measurement processes, and their suitability to different customer segments <p>Be able to:</p> <ul style="list-style-type: none"> ● Establish effective communication channels with customers to accurately capture their expectation towards maintenance service, taking into consideration the related expenditures ● Clearly establish a proper range of product maintenance options for customers, which can respond effectively to the preferences and expectation of different customer segments, say corporate or individual accounts ● Establish effective monitoring mechanism to accurately record details and events of the maintenance services provided to customers ● In case of outsourcing, also establish similar monitoring mechanism to record outsourcers' maintenance activities, as though they are own employees ● Record facts being monitored using quantifiable units of measurement, such that data storage and performance grading can be made easy ● Establish effective communication channels with personnel involved in product maintenance such that findings and problems discovered during the monitoring process can reach them in a timely manner ● Take all reasonable precautions and reviews to cater for mistakes or unexpected deviations during the monitoring and reviewing steps

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all staff members contribute their greatest effort in the process of offering product / service maintenance services to customers ● Always work with full capacity and ability to ensure successful completion of the monitoring mechanism and their subsequent operations
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully establish a range of different levels of maintenance services for customers ii. effectively monitor and measure the different levels of maintenance services iii. detect and resolve all problems observed in a timely and effective manner according to the company's services pledge, if any
Remark	