

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

1. Title	Setup and review maintenance contract with customers
2. Code	ITCSPL425A
3. Range	This UoC applies to all considerations and procedures related to the setting up of product / service maintenance contracts with customers. Also included are the subsequent and periodic reviewing of the contracts.
4. Level	4
5. Credit	4
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"> ● Fully understand the importance of providing satisfactory maintenance services in the entire product life cycle ● Grasp comprehensively the company policies towards setting up of maintenance contracts with customers ● Fully aware of the needs, concerns and worries of customers such as the guaranteed provision of continuous and reliable services ● Be aware of the input resources and expenditure related to the new maintenance contract ● Be aware of the contribution to income revenue derived from the new maintenance contract <p>6.2 Setup and review maintenance contract with customers</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Establish the maintenance charging scheme with reference to the company policies and features of the particular product / service ● Fully comprehend customers' requirements and effectively introduce company's strength and commitment in the maintenance services ● Liaise effectively with customers and acquire their key maintenance requirements ● Review regularly with customers regarding the maintenance plan ● Sustain a firm position for the baseline of company's maintenance policies while exercise flexibility in dealing with customers ● Accurately estimate the impact of the details in the maintenance contracts towards the subsequent expenditure and resources input in this area ● Properly associate details of the maintenance contract to potential legal aspects and compliance with guidelines / regulations set by authorities such as the OFTA <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Follow established procedures at every step of customer contact and information seeking ● Work with full capacity and ability to meet the quality standard of a product manager ● Maintain the idea of customer focus at all time
7. Assessment Criteria	The integrate outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> i. set up maintenance contracts with customers which can identify and solicit their needs ii. effectively match the features of own products with customer needs and propose different alternatives in the maintenance contracts to satisfy the customers
Remark	