

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

1. Title	Carry out in-depth products / services analysis	
2. Code	ITCSPL428A	
3. Range	This UoC applies to all actions and tasks relating to the investigation and analysis work of the product / service in concern. This step is performed immediately after collection of the related QoS statistical data.	
4. Level	4	
5. Credit	5	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Carry out in-depth products services analysis</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Fully understand the necessity in performing an in-depth and comprehensive analysis of the product / service in concern, during some points in this phase of product / service maintenance</li> <li>● Fully aware of the importance in arranging suitable personnel with good understanding and skills for baseline analysis to perform the required tasks</li> <li>● Understand the necessity in assigning suitable personnel for the in-depth product / service analysis, and allocation of proper level of resources for the tasks</li> <li>● Grasp the immediate necessity to detect and tackle problems discovered after the in-depth product / service analysis, and propose feasible follow up actions</li> <li>● Be aware of the different techniques and methodologies in performing in-depth product / service analysis, and their applicability for the particular product / service in concern</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Establish in advance clear and unambiguous procedures and schedules for the in-depth product / service analysis</li> <li>● Actually carry out or supervise the conduction of the in-depth product / service analysis</li> <li>● Ensure the analysis is performed at the appropriate level of depth, balancing the situation of limited input resources and maximum expected findings</li> <li>● Closely and continuously monitor the work performed by personnel involved in in-depth product / service analysis</li> <li>● In case of outsourcing, ensure external personnel will perform in the same manner and produce comparable results as the company's own employees</li> <li>● Interpret with high accuracy the findings and summarise key findings in report format for perusal by personnel involved in follow up or remedy activities</li> <li>● Report in-depth product / service analysis findings and proposed feasible solutions to senior management for their decisions</li> <li>● Clearly disseminate in-depth product / service analysis findings to staff members in concern, and give clear instructions and directions to their subsequent follow up actions</li> </ul>

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure all related staff members contribute their greatest effort while performing the in-depth product / service analysis</li> <li>● Always report and make proposals based on actual findings during the in-depth product / service analysis, while maintaining a proper balance of interests between customers and the company</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> <li>i. successfully conduct the detailed investigation and analysis for the product / service in concern</li> <li>ii. ensure timeliness, accuracy and proper level of depth for the product / service analysis</li> <li>iii. capture accurate and appropriate data from the investigation, then followed by suitable recommendations</li> </ol>
Remark	