

**Specification of Competency Standards**  
**for the Testing, Inspection and Certification Industry**  
**Unit of Competency**

Functional Area - Operations Management

Title	Handle and resolve customer service problems
Code	105983L5
Range	This unit of competency (UoC) covers the abilities to critically evaluate the customer service problems and justify the best solution to resolve customer service problems in compliance with the customer service policies of the TIC organisation.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of customer service policies</p> <ul style="list-style-type: none"> <li>• Explain the importance of good customer relationship.</li> <li>• Describe the policies and procedures of the organisation for dealing with customer service problems.</li> <li>• Analyse the rights of the customers.</li> <li>• Master the skills to build up good customer relationship, e.g.: <ul style="list-style-type: none"> <li>○ good personal image,</li> <li>○ good communication skills,</li> <li>○ the satisfaction of the customers,</li> <li>○ the ability to deal with difficult customers.</li> </ul> </li> <li>• Evaluate common customer services problems in TIC industry, e.g.: <ul style="list-style-type: none"> <li>○ problems about the testing and/or calibration procedures, inspection procedures, or auditing processes</li> <li>○ delays or deviations in the performance of the tests and/or calibrations, inspection or certification,</li> <li>○ problems caused by lack of resources or human error.</li> </ul> </li> </ul> <p>2. Handle and resolve customer service problems</p> <ul style="list-style-type: none"> <li>• Examine and evaluate the problems of the customers.</li> <li>• Propose various solutions for the problems and justify the best solution for the customer and the organisation to resolve customer service problems.</li> <li>• Discuss the solution with the customer and implement the solution.</li> <li>• Inform the customer about the progress of resolving the problems.</li> <li>• Report the problems and resolution to senior management.</li> <li>• Maintain records of the problems and the actions taken.</li> <li>• Review the performance of customer service, avoid the same problems to occur again and improve the quality of customer service.</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Ensure the customer service problems are resolved to the customers' satisfaction.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• critically evaluate customer service problems,</li> <li>• justify and select the best solution to resolve the customer service problems to achieve the customer's satisfaction.</li> </ul>
Remark	