TVET-PROGRAMME TITLE:

ELECTRICAL/ELECTRONIC EQUIPMENT SERVICING LEVEL IV

BASED ON APRIL, 2022 CURRICULUM

VERSION- 1



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Teaching, Training and Learning Materials (TTLM) for the TVET program electrical/electronic equipment servicing.

Acronym

PCB ---------- Printed Circuit Board

SWG ---------- Standard Wire Gauge

OSH ---------- Occupational Safety and Health

WHO---------- World Health Organization

AC ---------- Alternative Current

DC ----------– Direct Current

RMS –---------- Root Main Square

MSDS---------- Material Safety Data Sheets

JSA----------Job Safety Analysis

LED ---------- Light Emitting Diode

CAD ---------- Computer Aided Design

PC ---------- Personal Computer

AF---------- Audio Frequencies

RF---------- Radio Frequencies

VHF ---------- Very High Frequency

UHF ----------Ultra High Frequency

SHF ---------- Super High Frequency

PWM ---------- Pulse width modulation

PRM---------- Pulse Rate Modulation

EMF ---------- Electromotive Force

LC ---------- Inductive Capacitive

Introduction to the Module

electrical/electronic equipment servicing filed; the Manage Servicing Operations for Electronics Equipment and System project helps to know the Manage Servicing Operations for Electronics Equipment and System) mechanically supports and electrically connects electronic components using conductive tracks, pads and other features etched from copper sheets laminated onto a non-conductive substrate**.** Manage Servicing Operations for Electronics Equipment and System Terminology having a basic understanding of Manage Servicing Operations for Electronics Equipment and System terminology can make working with a Manage Servicing Operations for Electronics Equipment and System manufacturing company much faster and easier. This glossary of Manage Servicing Operations for Electronics Equipment and System will help you understand some of the most common words in the industry. While this isn't an all-inclusive list, it is an excellent resource for your reference. Glossary of Terms Active Components: This term refers to a type of component that is dependent on the flow direction of an electrical current. For example, a transistor, rectifier or valve would be considered active. Short for any layer inner via hole, this is a type of technology used to build multi- layer Manage Servicing Operations for Electronics Equipment and System. This method uses a solder to create an electrical connection between Manage Servicing Operations for Electronics Equipment and System layers. Often replaces traditional visa and is a useful production method for creating high-density Manage Servicing Operations for Electronics Equipment and System Analog It refers to circuits processing analog signals (continuous and variable signal).

The outputs are non-binary within this type of Manage Servicing Operations for Electronics Equipment and System that is suitable for design and construct simple printed Manage Servicing Operations for Electronics Equipment and System

This module covers the units:

Plan and prepare management of servicing operations.

Manage and monitor servicing operation.

Evaluate and document servicing system.

Learning Objective of the Module

Plan and prepare management of servicing operations.

Manage and monitor servicing operation.

Evaluate and document servicing system

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit and
5. Read the identified reference book for Examples and exercise

Unit one : Design and develop Advanced Electrical/Electronic systems

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Basic cones pets of Electrical/Electronic systems
- Appealing OHS Occupational Health and Safety
- Planning and preparing management of servicing and maintenance
- Consulting and directing the programs for servicing and the work site
- Checking and managing job requirements
- Programs for servicing and maintenance.
- Identifying necessary materials, tools and test instruments.
- Servicing and maintenance Formulating procurement management plan

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Basic cones pets of Electrical/Electronic systems
- Appealing OHS Occupational Health and Safety
- Planning and preparing management of servicing and maintenance
- Consulting and directing the programs for servicing and the work site
- Checking and managing job requirements
- Programs for servicing and maintenance.
- Identifying necessary materials, tools and test instruments.
- Servicing and maintenance Formulating procurement management plan

1.1 Basic cones pets of Electrical/Electronic systems

Electrical and electronic components are essential building blocks of modern technology. They play a crucial role in various applications, ranging from power generation and distribution to communication systems and consumer electronics. Understanding the basic concepts of electrical and electronic

components is fundamental for anyone working in these fields. In this comprehensive response, we will explore the basic cones pets (concepts) of electrical/electronic components.

1. Resistors:

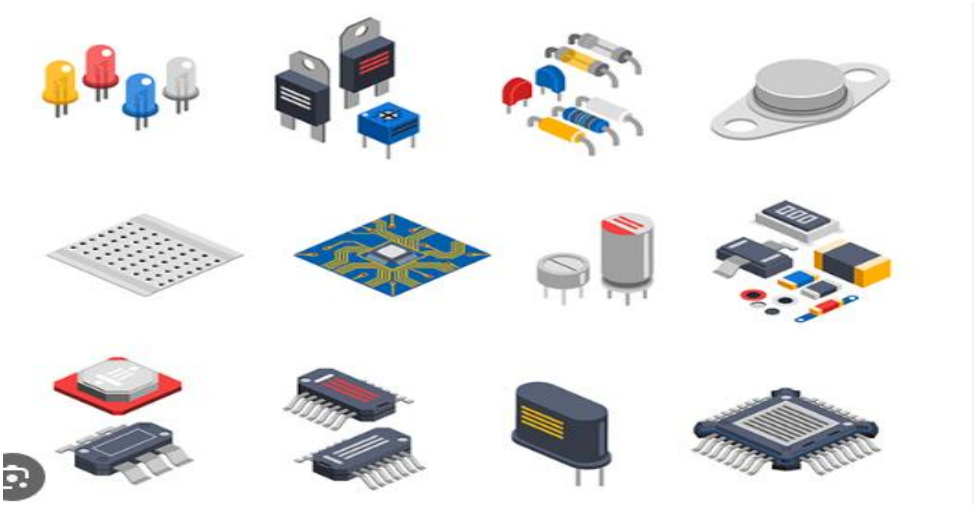
Resistors are passive electrical components that impede the flow of electric current. They are used to control the amount of current flowing through a circuit by providing resistance. The resistance is measured in ohms (Ω) and determines how much voltage is required to drive a certain amount of current through the resistor. Resistors are commonly used to limit current, divide voltage, and provide biasing in electronic circuits.

There are different types of resistors available, including carbon composition resistors, metal film resistors, and variable resistors (potentiometers). Each type has its own characteristics and applications. For example, carbon composition resistors are inexpensive and widely used in general-purpose circuits, while metal film resistors offer higher precision and stability.

2. Capacitors:

Resistors are passive electrical components that impede the flow of electric current. T. They consist of two conductive plates separated by an insulating material called a dielectric. When a voltage is applied across the plates, charge accumulates on them, creating an electric field between them.

Capacitors have various applications in electronic circuits. They can be used to store energy temporarily, filter out unwanted frequencies, block direct current (DC) while allowing alternating current (AC) to pass through, and stabilize voltage levels. Capacitors are characterized by their capacitance, which is measured in farads (F). Common types of capacitors include ceramic capacitors, electrolytic capacitors, and tantalum capacitors.



3. Inductors:

Inductors are passive electronic components that store energy in a magnetic field. They consist of a coil of wire wound around a core material. When current flows through the coil, a magnetic field is generated, and energy is stored in this field.

Inductors have several important applications in electrical and electronic circuits. They can be used to store energy, filter out high-frequency noise, block AC while allowing DC to pass through, and create timing circuits. The inductance of an inductor, measured in henries (H), determines its ability to store energy. Different types of inductors include air core inductors, iron core inductors, and toroidal inductors.

4. Diodes:

Diodes are active electronic components that allow current to flow in one direction while blocking it in the opposite direction. They are made of semiconductor materials such as silicon or germanium and consist of two layers: the P-type (positive) layer and the N-type (negative) layer.

Diodes have various applications, including rectification (converting AC to DC), voltage regulation, signal modulation, and protection against reverse polarity. The most common type of diode is the semiconductor diode, but there are also specialized diodes such as Zener diodes (used for voltage regulation) and light-emitting diodes (LEDs).

5. Transistors:

Transistors are active electronic components that amplify or switch electronic signals and electrical power. They are made of semiconductor materials and consist of three layers: the emitter, base, and collector. Transistors can be categorized into two main types: bipolar junction transistors (BJTs) and field-effect transistors (FETs).

Transistors have numerous applications in electronic circuits, including amplification of weak signals, switching high currents or voltages, oscillators, and digital logic gates. They are the building blocks of modern electronic devices and integrated circuits (ICs).

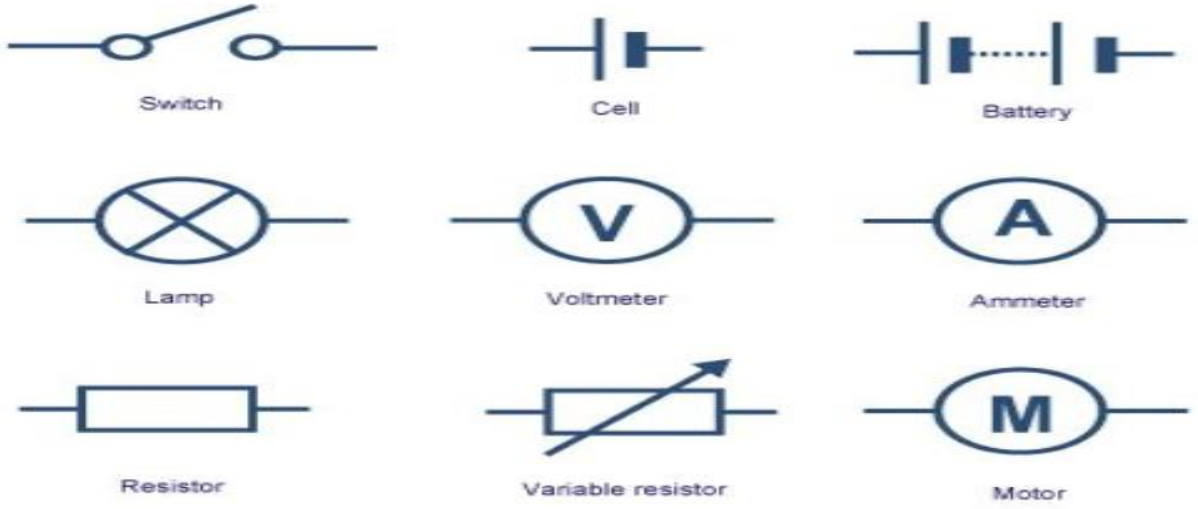
These are just a few examples of the basic cones pets (concepts) of electrical/electronic components. There are many more components and concepts to explore, such as transformers, integrated circuits, operational amplifiers, and more. Understanding these fundamental concepts is crucial for anyone working in the field of electrical and electronics engineering.

Electrical/electronic systems are an integral part of our modern world, playing a crucial role in various industries and everyday life. These systems encompass a wide range of components, devices, and

technologies that work together to generate, transmit, control, and utilize electrical energy. Understanding the basic concepts of electrical/electronic systems is essential for anyone working or interested in this field.

Electricity is the fundamental concept underlying electrical/electronic systems. It is a form of energy resulting from the movement of charged particles, such as electrons. Electricity can be generated through various means, including chemical reactions (batteries), electromagnetic induction (generators), or photovoltaic effect (solar cells).

Circuits are the building blocks of electrical/electronic systems. A circuit is a closed loop through which electric current flows. It consists of interconnected components, such as resistors, capacitors, inductors, and switches, that manipulate the flow of electricity. Circuits can be classified into two types: series circuits and parallel circuits**.**



In a series circuit, the components are connected one after another in a single path. The same current flows through each component, and the total resistance is equal to the sum of individual resistances. If one component fails or is disconnected, the entire circuit will be interrupted.

In a parallel circuit, the components are connected across multiple paths. The voltage across each component is the same, while the total current is equal to the sum of individual currents. If one component fails or is disconnected, the other components will continue to operate.

Voltage (V) is the electrical potential difference between two points in a circuit. It represents the force that pushes electric charges through a conductor. Voltage can be measured using a voltmeter and is typically expressed in volts.

Current (I) is the flow of electric charges through a conductor. It represents the rate at which charges pass through a given point in a circuit. Current can be measured using an ammeter and is typically

expressed in amperes (A).

Resistance (R) is the opposition to the flow of electric current in a circuit. It depends on the material, length, cross-sectional area, and temperature of the conductor. Resistance can be measured using an ohmmeter and is typically expressed in ohms (Ω).

Power (P) is the rate at which electrical energy is consumed or produced in a circuit. It is calculated by multiplying voltage and current (P = V * I). Power can be measured using a wattmeter and is typically expressed in watts (W).

Capacitors are passive electronic components that store electrical energy in an electric field. They consist of two conductive plates separated by an insulating material called a dielectric. Capacitors are used for energy storage, filtering, timing, and coupling applications.

Inductors are passive electronic components that store electrical energy in a magnetic field. They consist of a coil of wire wound around a core material. Inductors are used for energy storage, filtering, timing, and impedance matching applications.

Semiconductors are materials with electrical conductivity between conductors (metals) and insulators (non-metals). They have unique properties that allow control over the flow of electric current. Semiconductors are the foundation of modern electronics and are used in transistors, diodes, integrated circuits, and many other electronic devices.

Transistors are semiconductor devices that amplify or switch electronic signals and electrical power. They consist of three layers of semiconductor material (p-n-p or n-p-n) and can be configured as amplifiers or switches. Transistors are essential components in digital logic circuits, amplifiers, oscillators, and many other electronic systems.

Integrated circuits (ICs) are miniaturized electronic circuits consisting of thousands or millions of transistors, resistors, capacitors, and other components on a single semiconductor chip. ICs revolutionized the electronics industry by enabling compact, reliable, and high-performance electronic systems.

Digital logic is the foundation of modern computing and communication systems. It involves the representation, manipulation, and processing of information using binary digits (bits). Digital logic gates, such as AND, OR, NOT, NAND, NOR, and XOR gates, are used to perform logical operations in digital circuits.

Microcontrollers are small computers on a single integrated circuit. They contain a processor core, memory, input/output peripherals, and other components required for controlling electronic systems.

Microcontrollers are widely used in embedded systems, robotics, automation, and IoT (Internet of Things) applications.

Sensors are devices that detect and measure physical quantities or environmental conditions. They convert physical phenomena into electrical signals that can be processed by electronic systems. Sensors are used in various applications such as temperature sensing, pressure sensing, motion detection, and environmental monitoring.

Actuators are devices that convert electrical signals into mechanical motion or physical action. They are used to control or manipulate physical objects in response to electronic signals. Examples of actuators include motors, solenoids, relays, and valves.

These are just some of the basic concepts involved in electrical/electronic systems. The field is vast and continuously evolving with advancements in technology and research. Understanding these concepts is crucial for designing, analyzing, troubleshooting, and maintaining electrical/electronic systems.

Power source**:** This is the component that provides energy to the system. Common power sources include batteries, generators, and power adapters.

2. Load: This is the component that consumes energy from the power source. Examples of loads include light bulbs, motors, and heaters.

3. Wiring: This is the component that connects the power source to the load. Wiring can be made of copper or aluminum and is typically insulated with a non-conductive material to prevent short circuits.

4. Switches: These are the components that control the flow of energy to the load. Switches can be manual or automatic and are used to turn the system on and off.

5. Fuses: These are the components that protect the system from overloads. Fuses are designed to blow when the current exceeds a certain level, disconnecting the power source from the load.

6. Circuit breakers: These are similar to fuses, but can be reset after they blow. Circuit breakers are commonly used in high-current applications such as industrial settings.

7. Grounding: This is the component that provides a path for electricity to safely flow to the ground. Grounding is essential for ensuring the safe operation of electrical/electronic systems.

8. Insulation: This is the component that prevents the flow of electricity between conductors. Insulation can be made of various materials such as plastic, rubber, or ceramic.

9. Connectors: These are the components that connect the wires together. Connectors can be male or female and are available in various sizes and styles.

10. Terminals: These are the components that provide a point of connection for the wires. Terminals

can be screw or spring-loaded and are commonly used in high-current applications.

Appealing OHS Occupational Health and Safety

Apply occupational health and safety procedures element, an element is a fundamental item that can't be easily broken into smaller pieces. In chemistry and physics, an element is a substance that can't be broken down by non-nuclear reactions. In computing and mathematics, an element is a distinct piece of a larger system or set

1.2 Applying OHS procedures

Apply occupational health and safety procedures element, an element is a fundamental item that can't be easily broken into smaller pieces. In chemistry and physics, an element is a substance that can't be broken down by non-nuclear reactions. In computing and mathematics, an element is a distinct piece of a larger system or set

1.2.1 Occupational health procedures

Determine occupational health and safety (ohms) issues relating to immediate work environment. Expected learning outcome at the end of this element allow health, safety and security procedures correctly in accordance with enterprise policy, relevant regulations and insurance requirements.

A Principles The principle of Occupational Health and Safety is that employers must provide a safe and healthy environment for their employees .Some of the ways in which they ensure that this done is to provide: Fire Extinguishers Fire Alarms Smoke detectors on-Skid mats on slippery surfaces Appropriate Safety signs Door Chains Electronic locks Health Safety and **Security procedures**

B Responsibilities the responsibility for OH&S rests both with the employer, the employee and also with visitors and clients. Employers: The primary responsibility for the promotion, maintenance and dissemination of OH&S information rest with management of the organization. Employees: know their rights and ensure that they are protected at work. All organization should have a health and safety monitor from among their employees.

C **Responsibilities** (cont'd)All employees should know Designated first aid and safety monitors and how to contact them .Location of the first aid kit Location of the fire extinguisher Location of accident report boo KHz own to raise an alarm Person(s) to whom hazards are reported Visitors and Clients - Visitors and clients also have the responsibility of complying with the organization's OH&S policies, procedures and programs and to observe safety directions on health and safety from designated officers.

D Legislation the Jamaican workplace health and safety act 1995 requires workplaces to have a written health and safety policy for some of the following reasons: State clearly what the employer plans to do by declaring support for sound occupational health and safety programs. To assist the organization in preventing accidents. To ensure that adequate human and financial resources are available.

1.2.2 PPE and necessary tools, test instruments

PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).

1.2,3 PPT includes the those what we use for dish installation

- Eye goggle
- Head mask
- Glove
- Safety shoe
- Over all (Gowon)

It's important to ensure that you're safe when working on electronic circuits. Here are some personal safety precautions to keep in mind:

Always keep your work area dry.

Do not wear flapping or loose clothing when working.

Do not work with metallic jewelry on your hands like watches, rings and bracelets.

Do not use bare hands to remove hot parts.

Always wear non-conductive shoes.

Always wear insulator gloves in your hands when carrying out repairs.

When removing high-voltage charges on capacitors, always use a shorting stick.

Do not hold the test prods when measuring voltage over 300V.

Always remove power to a circuit before connecting alligator clips.

Always wear safety goggles.

When it is necessary to handle equipment that is plunge in, be sure hands are dry and, when Possible, wear nonconductive gloves, protective clothes and shoes with insulated soles.

Remembers: gloves, clothes and shoes.

Purpose: identify tools & equipment disassemble/assemble of Satellite dish.

Familiarize the small& big parts of the Satellite dish.

Equipment, Tools, & Materials: Low noises block (LNB), DISH, table, well practical work area, satellite finder, cable, adjustable wrench, hammer…

Condition or Situation for the operation: Given the period of 1 hours you are required to disassemble & assemble Satellite dish Check the require materials, select the appropriate tools &equipment, ensures the occupational health & safety,



Figure 1.1.17: - Gloves, Safety clothes and shoes

- Procedures personal protective equipment
- Identify personal protective equipment.
- Identify the proper materials.
- Identify equipment
- Clean working area.
- Use all the above procedures

1.2.4 Important Tool needed for satellite installation

Tool is an object used to extend the ability of an individual to modify features of the surrounding environment. Although many animals use simple tools, only human beings, whose use of stone tools dates back hundreds of millennia, use tools to make other tools Personal Protective Equipment

Appropriate PPE should always be wear whilst working in and around the generator set. Wear a hard hat, protective glasses, gloves and other protective equipment, as required by generator set location.

1.3 Planning and preparing management of servicing and maintenance

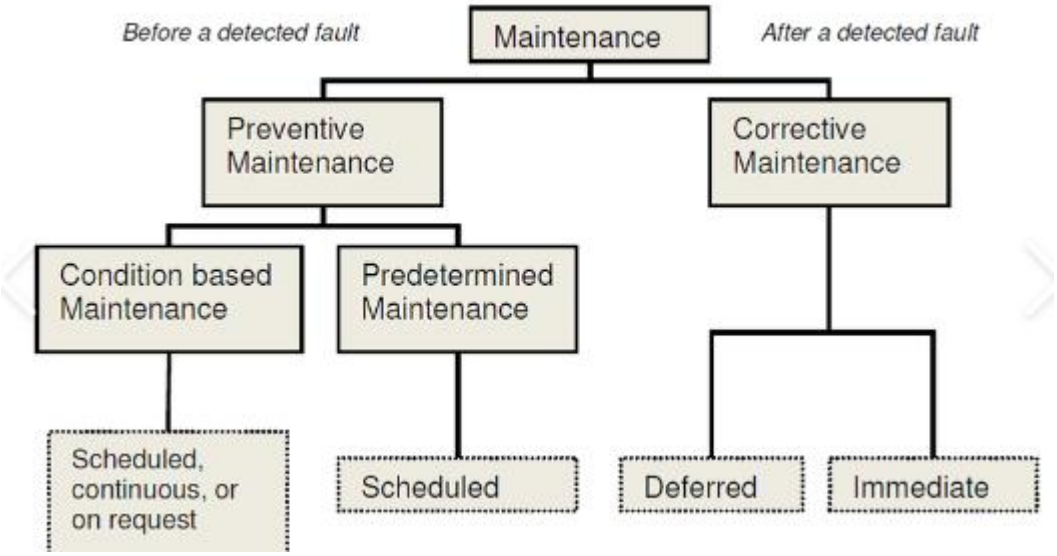
Maintenance activities are essential to the proper functioning and longevity of any facility, equipment, or system. Planning and preparing for these activities can help ensure that they are carried out efficiently and effectively, minimizing downtime and maximizing the benefits.

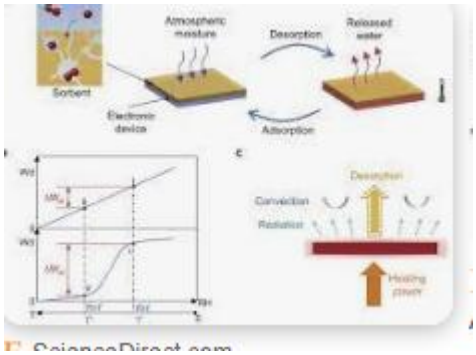


Figure 1

In order to ensure good-quality, efficient and safe preventive maintenance without unnecessary waiting time, it is very important that such activities are prepared in respect of spare parts, time expenditure and any other resources.

Table 1





1.3.1 Some elements of the preparation work include

Entering machines and updating the machine directory including picture navigation in the maintenance system.

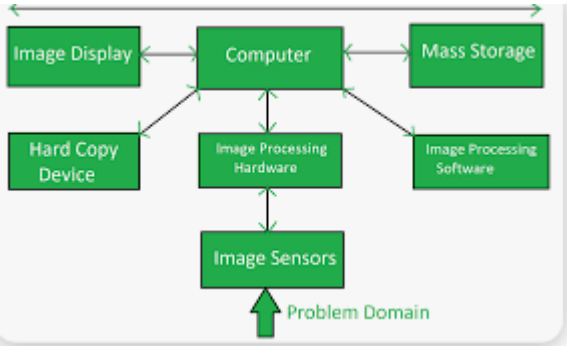
Decisions and registration of spare parts to be held in stock and linking them to objects in the maintenance system.

Entering spare parts requirements and time expenditure for recurring maintenance activities, including autonomous maintenance in to the maintenance system.

Developing preventive maintenance instructions.

The labeling of equipment in the form of inventory numbers and lubrication points, etc.

Registration of changes to machinery and equipment, and updating the related maintenance documentation.



Immediate corrective maintenance

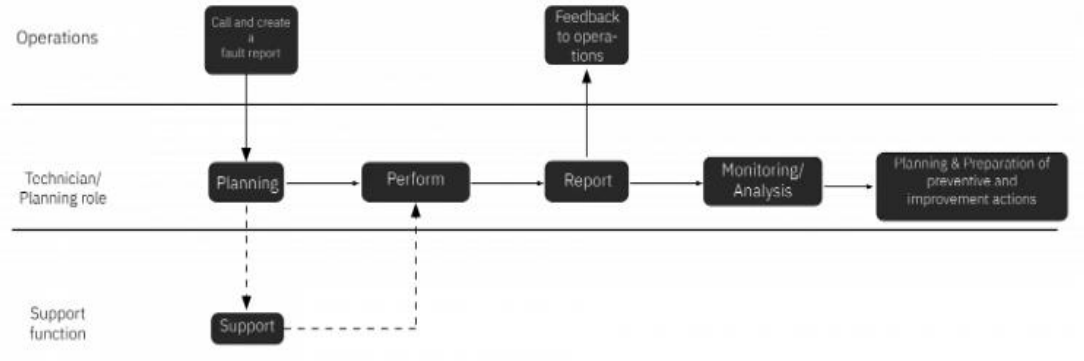


Figure 2
Deferred corrective maintenance

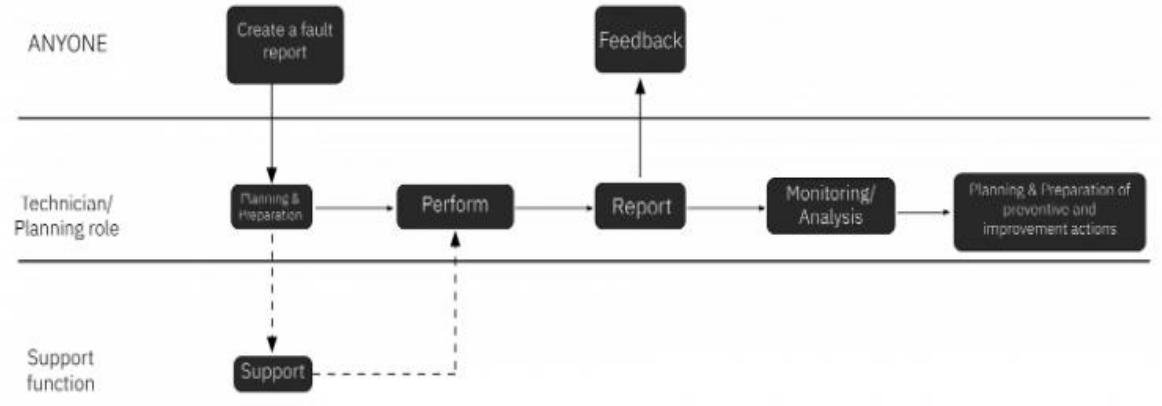


Figure 3
Preventive maintenance

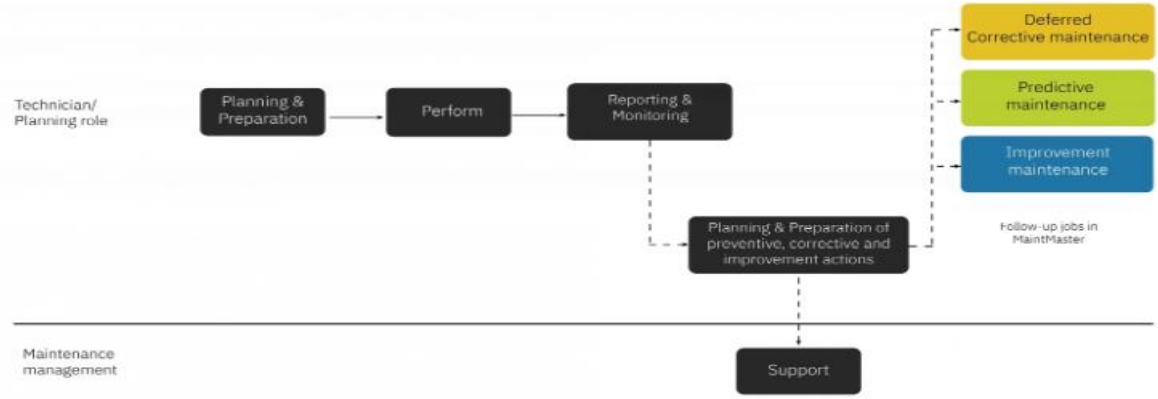


Figure 4

There is no doubt that electrical maintenance prevents complex and costly breakdowns. Still, most industrial maintenance plans put emphasize preventive maintenance for mechanical breakdowns and counter electrical breakdowns with reactive maintenance. The litmus test is the lack of stock to solve electrical malfunctions.

Another common symptom of lack of electrical maintenance is the absence of scheduled downtime days. Since this type of testing commonly requires turning off the electrical board (or phases of the board), it needs to be scheduled so as not to affect production. If there is no stock or scheduled downtime, then electrical maintenance becomes what we call “putting out fires”.



Figure 5 electrical Manetas

Electrical maintenance encompasses all electrical components of the infrastructure. It is indispensable for industry, public buildings, and residential buildings. Some examples of tasks included in industrial and building maintenance:

- electrical and electromechanical machines;

- air conditioners or electric water accumulators;
- electric showers;
- review of power outlets and electrical connections;
- review of the electrical board and circuit breakers;
- measure the system voltage and amperage;
- lighting system and common use electrical appliances;
- monitor components' wear and corrosion;
- Repair of electrical damage.

1.3.2 Electrical maintenance techniques

Electrical maintenance techniques are essential for ensuring the safe and efficient operation of electrical systems. Regular maintenance helps to prevent equipment failures, reduce downtime, and extend the lifespan of electrical components. In this comprehensive response, we will discuss various electrical maintenance techniques that are commonly employed in different settings.

1. Preventive Maintenance: Preventive maintenance is a proactive approach that involves regular inspections, testing, and servicing of electrical equipment to identify and address potential issues before they lead to failures or breakdowns. This technique aims to minimize unplanned downtime and maximize the reliability of electrical systems.

Inspections: Regular visual inspections are conducted to identify any signs of wear, damage, or loose connections in electrical components such as cables, switches, circuit breakers, and control panels. Inspections may also involve checking for overheating or abnormal vibrations that could indicate underlying problems.



Figure 6

Testing: Electrical testing is performed using specialized equipment to measure parameters such as

voltage, current, resistance, insulation resistance, and power quality. This helps to ensure that electrical systems are operating within acceptable limits and that there are no hidden faults or abnormalities.

Servicing: Routine servicing involves cleaning electrical components to remove dust, dirt, or debris that can affect their performance or cause overheating. Lubrication of moving parts such as motors and bearings is also carried out to reduce friction and prevent premature wear.

2. Predictive Maintenance:



Figure 7

Predictive maintenance utilizes advanced technologies and data analysis techniques to predict when electrical equipment is likely to fail or require maintenance. By monitoring key parameters and analyzing trends over time, potential issues can be identified before they cause major problems.

Condition Monitoring: Condition monitoring involves continuous monitoring of various parameters such as temperature, vibration, noise levels, and power consumption using sensors and monitoring devices. Any deviations from normal operating conditions can indicate potential faults or deteriorating performance.

Data Analysis: The data collected from condition monitoring is analyzed using specialized software and algorithms to identify patterns, trends, and anomalies. This analysis helps to predict when maintenance should be performed, allowing for planned downtime and minimizing the risk of unexpected failures.

3. Corrective Maintenance: Corrective maintenance, also known as reactive or breakdown maintenance, involves addressing electrical failures or malfunctions after they occur. While this type of maintenance is generally unplanned, it is still an important part of overall electrical maintenance strategies.

Troubleshooting: When an electrical failure occurs, troubleshooting techniques are used to identify the root cause of the problem. This may involve inspecting connections, testing components, or using diagnostic tools to isolate the faulty area.

Repair or Replacement: Once the problem has been identified, repairs or replacements are carried out to restore the functionality of the electrical system. This may involve replacing faulty components, repairing damaged wiring, or recalibrating equipment.

In addition to these techniques, it is crucial to follow proper safety procedures during electrical maintenance activities. This includes de-energizing circuits before working on them, using appropriate personal protective equipment (PPE), and following lockout/tagout procedures to prevent accidental energization.

Overall, implementing a comprehensive electrical maintenance program that combines preventive, predictive, and corrective techniques is essential for ensuring the reliability and safety of electrical systems.

1.3.3 Electrical maintenance plan step

Making an electrical maintenance plan is not much different from making a preventive maintenance plan, but it does have some nuances. If this is your first attempt, follow these 8 steps to prepare an electrical maintenance plan.



Figure 8

A Asset criticality analysis The first step is to perform a criticality analysis of the assets. Realise which equipment is a priority and which has a more alarming history. In general:

B Assess which failures are preventable Despite the benefits of preventive maintenance, not all failures are preventable. Therefore, the second step is to understand which failure modes are random and which ones follow a pattern.

C Make a situation report with the team Since most electrical maintenance requires shutting down equipment or panel phases, speak with your team to estimate the downtime required to check each machine.

D Realize your team's capabilities To realize your new plan, you need to understand how to use the resources at your disposal. Take advantage of the meeting with your team: can you execute the plan internally or do you need outsourcing

E Prepare bums For each inspection or repair to run smoothly, start preparing BOMs to know the material you need to have in stock and have a list of materials and possible replacements for each task.

F Insert all documentation in the CMMS Now we just need to make sure that all the information about your electrical equipment (including location, manufacturer, responsible technician), BOMs, and maintenance plan is in your CMMS or, better yet, in your IMMP.

G Train staff Electrical maintenance carries safety risks, so it is important to establish safety rules. All maintenance technicians need to undergo a training period.

Write down the rules for the operation and maintenance of electrical installations that may be useful in this step: NFPA 70E (approved by OSHA, United States of America), EN 50110 (Europe), NBR 5410 and NBR 13570 (Brazil). You can also check HSE guidelines here.

H Continuous improvement always improve. There is always room for improvement, especially if this is the first time that you are preparing an electrical maintenance plan. Evaluate the percentage of compliance, the results of the plan, the reduction of breakdowns and downtime compared to the previous year, and start again.

If you are looking for software that allows you to gather all the information you need to make plans tailored to each asset, request a demo.

1.4 Consulting and directing the programs for servicing and the work site

When it comes to consulting and directing programs for servicing and the work site, there are several key aspects to consider. This includes understanding the specific needs of the organization or project, developing a comprehensive plan, coordinating resources, and overseeing the implementation and execution of the program.

Consulting involves providing expert advice and guidance to organizations or individuals seeking assistance in a particular area. In the context of servicing and work site programs, consultants play a crucial role in identifying areas for improvement, developing strategies, and implementing effective solutions. They may be hired by companies, government agencies, or non-profit organizations to provide objective insights and recommendations.

Directing programs for servicing and the work site involves taking on a leadership role to ensure that

the program is effectively managed and executed. This includes overseeing all aspects of the program, such as planning, budgeting, resource allocation, risk management, and evaluation. The director is responsible for setting goals, establishing policies and procedures, coordinating activities, and ensuring that the program aligns with the organization's objectives.

To successfully consult and direct programs for servicing and the work site, several steps need to be taken:



2 Figure 9

1. Assessment: The first step is to conduct a thorough assessment of the organization's current situation. This involves gathering information about existing processes, identifying strengths and weaknesses, and understanding the specific needs and goals of the organization. The assessment may involve interviews with key stakeholders, data analysis, site visits, and benchmarking against industry standards.

2. Planning: Based on the assessment findings, a comprehensive plan needs to be developed. This plan should outline the objectives of the program, strategies for achieving those objectives, timelines, resource requirements, and key performance indicators (KPIs) for measuring success. The plan should also take into account any regulatory or compliance requirements that need to be met.

3. Resource Allocation: Once the plan is in place, resources need to be allocated appropriately. This includes assigning staff members to specific roles and responsibilities, securing necessary funding, procuring equipment and materials, and establishing partnerships or collaborations with external stakeholders. Effective resource allocation is crucial for ensuring that the program runs smoothly and efficiently.

4. Implementation: With the plan and resources in place, the program can be implemented. This involves coordinating activities, monitoring progress, addressing any issues or challenges that arise, and making adjustments as needed. The director plays a key role in overseeing the implementation process, ensuring that all tasks are completed on time and within budget.
5. Implementation Throughout the program's lifecycle, regular evaluation should be conducted to assess its effectiveness and impact. This may involve collecting data, conducting surveys or interviews, analyzing performance metrics, and soliciting feedback from stakeholders. The evaluation findings can help identify areas for improvement and inform future decision-making.
In summary, consulting and directing programs for servicing and the work site requires a systematic approach that involves assessing needs, planning strategies, allocating resources, implementing actions, and evaluating outcomes. Effective leadership, communication skills, and a deep understanding of the industry are essential for success in this role.

1.4.1 Types of cancelling

Top 3 Authoritative Reference Publications or Domain Names Used in Answering this Question:
Consulting and directing programs for servicing and the work site involve various types of expertise and roles. These professionals provide guidance, advice, and direction to organizations in order to optimize their operations, improve efficiency, and ensure compliance with regulations. The following are some of the key types of consulting and directing roles in this field:
1. Management Consultants: Management consultants specialize in providing strategic advice and guidance to organizations across various industries. They help businesses identify areas for improvement, develop strategies, and implement changes to enhance performance. Management consultants may offer expertise in areas such as organizational design, process improvement, change management, and performance measurement.
2. Operations Consultants: Operations consultants focus on optimizing an organization's operational processes. They analyze existing workflows, identify bottlenecks or inefficiencies, and propose solutions to streamline operations. These consultants may specialize in areas such as supply chain management, logistics, production planning, quality management, or lean manufacturing.
3. Environmental Consultants: Environmental consultants assist organizations in managing their environmental impact and complying with environmental regulations. They conduct assessments to

identify potential risks or hazards, develop strategies for pollution prevention or waste management, and ensure compliance with relevant laws and regulations. Environmental consultants may also provide guidance on sustainability initiatives and help organizations achieve environmental certifications.

4. Health and Safety Consultants: Health and safety consultants focus on ensuring a safe working environment for employees. They assess workplace hazards, develop safety policies and procedures, conduct training programs, and help organizations comply with health and safety regulations. These consultants may specialize in areas such as occupational health, ergonomics, industrial hygiene, or risk assessment.

5. IT Consultants: IT consultants provide guidance on technology-related matters to organizations. They assess an organization's IT infrastructure, identify opportunities for improvement or optimization, recommend suitable technologies or systems, and assist with implementation projects. IT consultants may specialize in areas such as cybersecurity, software development, data management, network infrastructure, or cloud computing.

6. Human Resources Consultants: Human resources consultants offer expertise in managing and developing an organization's workforce. They provide guidance on various HR functions, including recruitment, performance management, employee relations, compensation and benefits, training and development, and HR policies and procedures. These consultants may also assist with organizational change management or talent management strategies.

7. Financial Consultants: Financial consultants provide advice on financial matters to organizations. They help with financial planning, budgeting, forecasting, and financial analysis. These consultants may also assist with investment decisions, mergers and acquisitions, risk management, or financial reporting.

8. Legal Consultants: Legal consultants offer guidance on legal matters to organizations. They assist with contract negotiations, regulatory compliance, intellectual property protection, dispute resolution, or any other legal issues that may arise in the course of business operations.

9. Marketing Consultants: Marketing consultants specialize in developing marketing strategies and plans for organizations. They conduct market research, analyze consumer behavior and trends, develop marketing campaigns, and provide guidance on branding, advertising, digital marketing, or social media strategies.

10. Strategy Consultants: Strategy consultants focus on helping organizations develop long-term strategic plans. They analyze market trends, competitive landscapes, and internal capabilities to identify

growth opportunities and develop strategies for sustainable competitive advantage.

In summary, consulting and directing programs for servicing and the work site encompass a wide range of expertise and roles across various functional areas such as management, operations, environment, health and safety, IT, human resources, finance, legal affairs, marketing, and strategy.

Consulting and directing the programs for servicing and the work site involves overseeing and managing various aspects of service delivery and work site operations. This role typically requires a combination of technical expertise, leadership skills, and a deep understanding of the specific industry or field

Consulting Programs for Servicing:

When it comes to consulting programs for servicing, the primary objective is to optimize service delivery processes, improve efficiency, and enhance customer satisfaction. This may involve analyzing existing service workflows, identifying areas for improvement, and implementing strategies to streamline operations.

One key aspect of consulting programs for servicing is assessing the current state of service delivery. This includes evaluating the effectiveness of existing processes, identifying bottlenecks or inefficiencies, and understanding customer needs and expectations. By conducting thorough assessments, consultants can gain insights into areas that require attention and develop tailored solutions.

Another important aspect is designing and implementing service improvement initiatives. This involves developing strategies to enhance service quality, reduce response times, and increase customer satisfaction. Consultants may collaborate with various stakeholders, such as service technicians, managers, and customers, to gather input and ensure that the proposed improvements align with organizational goals.

Additionally, consultants may be responsible for developing training programs to enhance the skills and knowledge of service technicians. This could involve creating training materials, conducting workshops or seminars, and providing ongoing support to ensure that technicians are equipped with the necessary expertise to deliver high-quality services.

Directing Programs for Work Site Operations:

Directing programs for work site operations involves overseeing all activities related to managing a work site effectively. This includes coordinating resources, ensuring compliance with safety regulations, optimizing productivity, and maintaining a positive work environment.

One crucial aspect of directing programs for work site operations is resource management. This involves allocating resources such as manpower, equipment, materials, and budget effectively to ensure smooth operations. It also includes monitoring resource utilization and making adjustments as needed to optimize efficiency.

Safety is another critical consideration when directing work site operations. This involves implementing and enforcing safety protocols, conducting regular inspections, and providing training to ensure that all workers adhere to safety guidelines. Additionally, directors may collaborate with safety experts or consultants to identify potential hazards and develop strategies to mitigate risks.

Optimizing productivity is another key responsibility of directing work site operations. This may involve implementing lean management principles, streamlining workflows, and utilizing technology to automate processes where possible. Directors may also monitor key performance indicators (KPIs) to track progress and identify areas for improvement.

Creating a positive work environment is essential for fostering employee morale and productivity. Directors may implement initiatives such as team-building activities, recognition programs, and open communication channels to promote a healthy work culture. They may also address any conflicts or issues that arise among team members promptly and effectively.

1.5 Checking and managing job requirements

Checking and managing job requirements is an essential process for both employers and job seekers. It involves ensuring that the qualifications, skills, and experience needed for a particular job are clearly defined and met by the candidates. This process helps employers find the most suitable candidates for

their job openings and allows job seekers to understand the expectations and requirements of a position.



Figure 10

1.5.1 Check and manage job requirements, several steps can be followed:

1. Job Analysis**:** The first step in checking and managing job requirements is conducting a thorough job analysis. This involves identifying the tasks, duties, responsibilities, and qualifications necessary for a specific job. Job analysis can be done through various methods such as interviews with subject matter experts, observation of current employees performing the job, or reviewing existing job descriptions.

2. Job Description: Once the job analysis is complete, a comprehensive job description should be created. A job description outlines the key responsibilities, qualifications, skills, and experience required for a particular position. It provides a clear understanding of what the job entails and helps attract qualified candidates.

3. Job Requirements Checklist: Creating a job requirements checklist can be beneficial in ensuring that all necessary qualifications are considered during the hiring process. This checklist should include both mandatory requirements (e.g., specific degrees or certifications) and preferred qualifications (e.g., additional skills or experience). By using a checklist, employers can systematically evaluate candidates' qualifications against the established criteria.

4. Screening Resumes: When reviewing resumes or applications, employers should carefully assess whether candidates meet the specified job requirements. This can be done by comparing their qualifications, education, work experience, and skills with those outlined in the job description. Using

applicant tracking systems (ATS) can streamline this process by automatically filtering resumes based on predefined criteria.

5. Interviews: During the interview stage, employers should ask questions that directly relate to the job requirements to assess candidates' suitability for the position. Behavioral-based interview questions can be particularly effective in evaluating candidates' past experiences and how they align with the job requirements.

6. Skills Assessments: Depending on the nature of the job, employers may conduct skills assessments or tests to verify candidates' abilities. These assessments can be practical exercises, written exams, or online assessments designed to evaluate specific skills required for the job.

7. Reference Checks: Contacting references provided by candidates can provide valuable insights into their past performance and ability to meet job requirements. Employers should ask referees about the candidate's skills, work ethic, and overall suitability for the position.

8. Background Checks: Conducting background checks is another crucial step in managing job requirements. This process involves verifying candidates' educational qualifications, employment history, criminal records, and any other relevant information that may impact their suitability for the position.

9. Continuous Evaluation: Job requirements should be periodically reviewed and updated to ensure they remain relevant and aligned with the organization's needs. As industries evolve, new technologies emerge, and job roles change, it is essential to adapt job requirements accordingly. Regular evaluation of job requirements helps organizations stay competitive and attract top talent.

In conclusion, checking and managing job requirements is a critical process in the hiring and recruitment process. By conducting a thorough job analysis, creating comprehensive job descriptions, using checklists, screening resumes effectively, conducting interviews and skills assessments, checking references and conducting background checks, employers can ensure that they find the most suitable candidates for their job openings. Continuous evaluation of job requirements is also essential to adapt to changing industry needs.

Job requirements are the skills, education, experience and traits that an employer expects someone to have to be successful in a job position. Hiring managers include job requirements in the posting to decide which candidates they will contact for an interview. Prospective candidates can use job requirements to determine whether they are qualified for the job. Current employees can use job requirements to understand the scope of their roles and managers and human resources

professionals can use them to outline the steps employees need to take to take to change positions or earn promotions.

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1.6 Programs for servicing and maintenance.

When it comes to servicing and maintenance in the field of electrical and electronic equipment, there are various programs available that can assist in managing and optimizing these tasks. These programs are designed to streamline maintenance processes, improve efficiency, and ensure the smooth operation of electrical and electronic systems. In this comprehensive response, we will explore some of the most commonly used programs for servicing and maintenance in the electrical and electronic industry.



Figure 11

1. Computerized Maintenance Management Systems (CMMS):

Computerized Maintenance Management Systems, commonly known as CMMS, are software applications specifically designed to manage and track maintenance activities. These systems provide a centralized platform for organizing maintenance schedules, work orders, asset management, inventory control, and other essential maintenance-related tasks. CMMS programs enable users to efficiently plan, execute, and monitor maintenance activities, ensuring optimal performance of electrical and electronic equipment.

CMMS programs typically offer features such as preventive maintenance scheduling, work order

management, asset tracking, inventory management, reporting and analysis tools, and integration with other enterprise systems. By utilizing CMMS software, organizations can effectively plan maintenance activities based on equipment usage patterns or manufacturer recommendations. This proactive approach helps prevent unexpected breakdowns, reduces downtime, extends equipment lifespan, and improves overall operational efficiency.

2. Electronic Document Management Systems (EDMS):

Electronic Document Management Systems (EDMS) play a crucial role in servicing and maintenance by providing a centralized repository for storing and managing technical documentation related to electrical and electronic equipment. These systems allow users to digitize paper-based documents such as manuals, schematics, diagrams, service bulletins, warranties, and other relevant information.

EDMS programs offer features like document indexing, version control, search capabilities, access controls, collaboration tools, and integration with other software applications. By utilizing EDMS software, technicians can easily access up-to-date technical documentation from any location or device. This ensures that they have the necessary information at their fingertips during servicing and maintenance tasks, leading to faster troubleshooting, accurate repairs, and improved overall equipment reliability.

3. Remote Monitoring and Diagnostic Systems:

Remote Monitoring and Diagnostic Systems (RMDS) are advanced programs that enable real-time monitoring and analysis of electrical and electronic equipment from a remote location. These systems utilize sensors, data acquisition devices, and communication technologies to collect performance data from the monitored equipment. The collected data is then analyzed using algorithms and machine learning techniques to identify potential issues or anomalies.

RMDS programs offer features such as real-time monitoring, predictive analytics, condition-based maintenance alerts, performance optimization recommendations, and integration with other enterprise systems. By implementing RMDS software, organizations can proactively detect equipment malfunctions or performance degradation before they lead to significant failures. This allows for timely maintenance interventions, reduces downtime, improves safety, and optimizes the lifespan of electrical and electronic equipment.

In addition to these three main categories of programs for servicing and maintenance in the electrical and electronic industry, there are also specialized software applications available for specific tasks such as calibration management, energy management, asset tracking, and more. These programs cater to the

unique requirements of different industries and help streamline maintenance processes while ensuring compliance with industry standards and regulations.

Overall, the use of software programs for servicing and maintenance in the electrical and electronic industry has become essential for efficient operations. These programs enable organizations to effectively manage maintenance activities, optimize equipment performance, reduce downtime, improve safety, and extend the lifespan of electrical and electronic systems.

1.7 identifying necessary materials, tools and test instruments.

When it comes to identifying necessary materials, tools, and test instruments for a specific task or project, it is essential to consider the requirements and objectives of the task at hand. The specific materials, tools, and test instruments needed will vary depending on the nature of the task, whether it is related to construction, electronics, automotive repair, scientific research, or any other field. However, there are



Figure 12

1.7.1 Some general guidelines that can be followed to identify the necessary items.

1. Materials: The first step in identifying necessary materials is to understand the requirements of the task. This involves analyzing the specifications, plans, or instructions provided for the project. Once the requirements are clear, it becomes easier to determine the materials needed. Some common examples of materials include:

- Construction projects: Cement, bricks, steel bars, wood, tiles, paint, etc.
- Electronics projects: Resistors, capacitors, transistors, integrated circuits (ICs), wires, soldering materials, etc.

- Automotive repair: Engine oil, filters, spark plugs, brake pads, belts, hoses, etc.
- Scientific research: Chemicals, reagents, glassware (beakers, flasks), lab equipment (microscopes, centrifuges), etc.

It is important to consider factors such as quality standards and safety regulations while selecting materials. Additionally, considering factors like durability and cost-effectiveness can help in making informed decisions.

2. Tools: Tools are essential for performing various tasks efficiently and effectively. The selection of tools depends on the specific task or project requirements. Some commonly used tools include:

- Construction projects: Hammers, screwdrivers, drills, saws (circular saws or jigsaws), measuring tapes or rulers, levels, etc.
- Electronics projects: Soldering iron and soldering station (for soldering components), wire cutters/strippers/crimpers (for working with wires), multimeter (for measuring voltage, current, resistance), oscilloscope (for analyzing electronic signals), etc.
- Automotive repair: Wrenches, sockets, pliers, screwdrivers, diagnostic tools (such as OBD-II scanners), jacks and jack stands, etc.



Figure 13

- Scientific research: Pipettes, Bunsen burners, microscopes, balances, spectrophotometers, etc.

The selection of tools should be based on their functionality, quality, and compatibility with the task at hand. It is also important to consider safety aspects and any specific requirements related to the project.

3. Test Instruments: Test instruments are used to measure and analyze various parameters in order to ensure the quality and performance of a system or component. The selection of test instruments depends on the specific requirements of the task. Some commonly used test instruments include:

- Construction projects: Laser levels (for precise leveling), moisture meters (to measure moisture content in materials), thermometers (to measure temperature), etc.

- Electronics projects: Mustimeters (to measure voltage, current, resistance), oscilloscopes (to analyze electronic signals), function generators (to generate specific waveforms), logic analyzers (to analyze digital signals), etc.
- Automotive repair: Diagnostic scanners (to read and interpret error codes from vehicle systems), compression testers (to measure engine compression), battery testers (to check battery health), etc.
- Scientific research: pH meters (to measure acidity or alkalinity of solutions), spectrophotometers (to measure light absorption or emission by substances), chromatographs (to separate and analyze components in a mixture), etc.

The selection of test instruments should be based on their accuracy, reliability, and compatibility with the parameters being measured. It is important to ensure that the instruments meet any relevant standards or regulations.

In conclusion, identifying necessary materials, tools, and test instruments requires a thorough understanding of the project requirements. By carefully analyzing the specifications and considering factors such as functionality, quality, safety, and compatibility, one can make informed decisions about the items needed for a specific task.



Figure 14

1.7.2 Materials, tools, equipment & testing devices

1 The following tools and equipment are classified according to their functions and uses.

Equipment & accessories tools materials lane card ups server 24 port-hub modem fax machine pc video camera sub external cod writer sub scanner sub printer sub flash dive screwdriver (standard) screwdriver (Philips) long nose pliers mechanical pliers Allen wrench multi tester crimping tools soldering iron (30watts) wire stripper lane tester anti-static wrist strap device

drivers/installers software application network so software raj 45 up cat 5 cable motherboard's manual installer sound device driver installer

2 LAN card – is a network interface card. This is a computer circuit board or card that is installed in a computer so that it can be connected to a network.

3 Server – is a part of a network. It is special computer that users on the network can access to carry out a particular job.

4 Port hub/port – is a connector on the back of a computer or other device. A port is either a serial port or a parallel port.

5 Modem– (modulator – demodulator) the modem is a device that allows a given computer to share data or otherwise a device which let computers exchange information.

6 Scanner – it is an input device that read text or illustration printed on paper, translates the information into a form that a computer can use.

7 Flat screw driver – is used to drive or fasten negative slotted screws.

8 Sub – universal serial bus, a hardware interface for low-speed peripherals such as the keyboard, mouse, joystick, scanner, printer and telephony devices.

9 Printer – is a piece of hardware that produces a paper copy (also known as "hardcopy") of the information generated by the computer.

10 Ram – random access memory, is a primary memory. This memory is used inside the computer to hold programs and data while it is running.

11 Bios – basic input/output system, chip that controls the most basic functions of the computer and performs a self-test every time you turn it on.

12 . Flash drive – ram that can retain data without electrical power. It is widely used for bios chips and for digital camera and digital music storage.

13 Video camera – camera using videotape: a camera that records onto videotape.

14 . Long nose pliers – is used for holding, bending and stretching the lead of electronics components or connecting wire.

15 . Soldering iron – is used to join two or more metal conductors with the support of soldering lead melted around it.

16 . Disordering tool – is used to unsolder unwanted parts or component in the circuit wit the support of soldering pencil.

17 Philips screw driver – is used to drive or fasten positive slotted screws.

18 . Land tester – for rj11. 12, 45 and bnc with remote unit this ergonomic tester is designed to test most network cable wiring. You can either conduct an auto or manual test.

19 Utp – unshielded twisted pair, is a popular type cable used in computer networking that consists of two shielded wires twisted around.

20 Using testing tools & equipment a. Direction: identify the following tools and materials, give their uses.

21 . Identification a. Direction: identify the appropriate term describe in each sentence.



Figure 15

Table 2

Equipment and Accessories	Tools	Materials
LAN Card	Screwdriver(standard)	Software applications
UPS	Screwdriver(Philips)	Network OS Software
Server	Long nose pliers	RJ 45
24 port-hub	Mechanical pliers	UTP Cat 5 cable
Modem	Allen wrench	Motherboard's manual and
Fax machine	Multitester	installer
PC Video camera	Crimping tools	Sound device driver
USB External CD writer	Soldering iron (30 watts)	installer
USB scanner	Wire stripper	
USB printers	LAN Tester Anti-static wrist	
USB Flash Drive	wrap	
	Device drivers/installers	

22 LAN CARD It is a network interface card. This is a computer circuit board or card that is installed in a computer so that it can be connected to a network.

23 SERVER It is a part of a network. It is a special computer that users on the network can access to carry out a particular job.

24 HUB / PORT It is a connector on the back of a computer or other device. A port is either a serial port or a parallel port.

25 MODEM The modem is a device that allows a given computer to share data or otherwise a device which let computers exchange information

26 SCANNER It is an input device that read text or illustration printed on paper, translates the information into a form that a computer can use

27 FLAT SCREW DRIVER It is used to drive or fasten negative slotted screws

28 USB Universal Serial Bus, a hardware interface for low-speed peripherals such as the keyboard, mouse, joystick, scanner, printer and telephony devices.

29 PRINTER It is a piece of hardware that produces a paper copy (also known as 'hardcopy') of the information generated by the computer.

30 RAM Random Access Memory, is a primary memory. This memory is used inside the computer to hold programs and data while it is running.

31 BIOS Basic Input / Output System, chip that controls the most basic functions of the computer and performs a self-test every time you turn it on.

32 FLASH DRIVE RAM that can retain data without electrical power. It is widely used for BIOS chips and for digital camera and digital music storage

33 VIDEO CAMERA A camera using videotape: a camera that records onto videotape

34 LONG NOSE PLIERS It is used for holding, bending and stretching the lead of electronics component or connecting wire.

35 SOLDERING IRON It is used to join two or more metal conductors with the support of soldering lead melted around it.

36 DESOLDERING TOOL It is used to unsolder unwanted parts or component in the circuit with the support of soldering pencil.

37 PHILIPS SCREW DRIVER It is used to drive or fasten positive slotted screws.

38 LAN TESTER For RJ11, 12, 45 & BNC w/ Remote Unit This ergonomic tester is designed to test most network cable wiring. You can either conduct an auto or manual test.

39 UTP Unshielded Twisted Pair, is a popular type of cable used in computer networking that consists of two shielded wires twisted around each.

1.8 Servicing and maintenance formulating procurement management

1 Servicing and maintenance are crucial aspects of ensuring the longevity and optimal performance of various systems, equipment, and infrastructure. In order to effectively manage the procurement process for servicing and maintenance, it is important to formulate a comprehensive procurement management strategy. This strategy should encompass various elements such as identifying service requirements, selecting appropriate vendors, establishing contracts, monitoring performance, and ensuring compliance wither lotions.

1.8.1 Identifying Service Requirements

the first step in formulating a procurement management strategy for servicing and maintenance is to identify the specific service requirements. This involves conducting a thorough assessment of the systems or equipment that require servicing and maintenance. It is essential to determine the frequency of servicing, the type of maintenance required (preventive or corrective), and any specific qualifications or certifications needed by the service providers.

Selecting Appropriate Vendors: Once the service requirements have been identified, the next step is to select appropriate vendors or service providers. This involves conducting a competitive bidding process or soliciting proposals from qualified vendors. The selection criteria may include factors such as vendor experience, technical expertise, pricing, past performance, and availability of resources. It is important to evaluate multiple vendors and consider their capabilities in meeting the specific servicing and maintenance needs.

Establishing Contracts: After selecting the vendors, it is necessary to establish contracts that clearly outline the terms and conditions of the servicing and maintenance agreements. The contracts should include details such as scope of work, performance standards, pricing structure, payment terms, duration of the contract, termination clauses, and any applicable warranties or guarantees. It is crucial to ensure that the contracts are legally binding and protect the interests of both parties involved.

Monitoring Performance: Once the servicing and maintenance contracts are in place, it is important to monitor the performance of the vendors to ensure that they are meeting the agreed-upon standards. This can be done through regular inspections, performance evaluations, feedback from end-users or stakeholders, and adherence to key performance indicators (KPIs). Monitoring performance allows for early identification of any issues or deficiencies and enables timely corrective action sot betaken.

Ensuring Compliance with Regulations: In the procurement management process for servicing and maintenance, it is essential to ensure compliance with relevant regulations and standards. This includes adherence to safety regulations, environmental requirements, industry-specific guidelines, and any applicable legal or contractual obligations. Compliance can be ensured through regular audits, documentation of compliance measures, and ongoing communication with vendors regarding regulatory updates or changes.

In conclusion, formulating a procurement management strategy for servicing and maintenance involves several key steps including identifying service requirements, selecting appropriate vendors, establishing contracts, monitoring performance, and ensuring compliance with regulations. By following a systematic approach, organizations can effectively manage the procurement process and ensure the

Quality and reliability of their servicing and maintenance activities

Test I: Say True or False

_____1 Resistors are passive electrical components that impede the flow of electric current.

_____2 Resistors are passive electrical components that impede the flow of electric current.

_____3 PPE is equipment that will protect the user against health or safety risks at work

Chose the best Answer from the give alternative

_____1 is used inside the computer to hold programs and data while it is running.\

A USB B RAM C LAN D ALL

_____ 2 performing various tasks efficiently and effectively

A **Materials:** B RAM C LAN D **Tools**

_____3 the plan and resources in place, the program can be implemented

A Materials: B Implementation C Implementation D Tools

Test I: short Answer writing

_____1 Transistors are active electronic components that amplify or switch electronic signals and electrical power.

_____2 the component that consumes energy from the power source. Examples of loads include light bulbs, motors, and heaters.

_____3 the first step is to conduct a thorough assessment of the organization's current situation.

Unit two. Manage and monitor servicing operation

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

2.1 Associating normal function of consumer electronics products

2.2 Using to measure, record and report progress of activities.

2.3 Managing and monitoring servicing

2.4 Detailing response and maintenance system

2.5 Maintaining Records and documentation of activities.

2.6 Established procedures and requirements to achieve designated objectives

2.7 Monitoring results of routine maintenance.

2.8 Acting upon Shortfalls in quality outcomes

Servicing and maintenance Formulating procurement management plan

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

2.1 Associating normal function of consumer electronics products

2.2 Using to measure, record and report progress of activities.

2.3 Managing and monitoring servicing

2.4 Detailing response and maintenance system

2.5 Maintaining Records and documentation of activities.

2.6 Established procedures and requirements to achieve designated objectives

2.7 Monitoring results of routine maintenance.

2.8 Acting upon Shortfalls in quality outcomes

2.1Associating normal function of consumer electronics products

Read the User Manual: The user manual is one of the most important resources for understanding the normal functions of a consumer electronics product. It provides detailed information about the product's features, specifications, and operating instructions. By reading the user manual, consumers can gain a comprehensive understanding of what the product is capable of doing and how it should be used.



Figure 16

2. Explore the Product's Features: Consumers can explore the product's features to understand its normal functions. For example, if purchasing a Smartphone, they can experiment with the touch screen, camera, and other features to see how they work.

3. Watch Online Tutorials or Demonstrations: Online tutorials and demonstrations can provide step-by-step instructions on how to use a consumer electronics product. These videos can help consumers understand the normal functions of the product and how to use it effectively.

4. Consult the Product's Website or Support Page: Many consumer electronics manufacturers have websites or support pages that provide information on the normal functions of their products. Consumers can consult these resources to learn more about the product's features and how to use them.

5. Ask Friends or Family Members: Consumers can ask friends or family members who own the same product for advice on how to use it. This can provide valuable insights into the normal functions of the product and how it should be used.

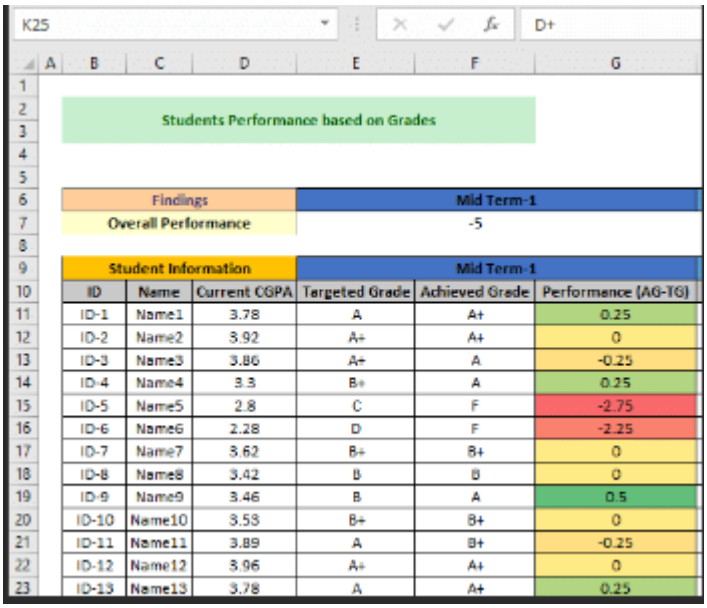
6. Attend in-Store Demonstrations: Some retailers offer in-store demonstrations of consumer electronics products. Attending these demonstrations can provide consumers with hands-on experience with the product and help them understand its normal functions.

7. Check out Online Reviews: Online reviews can provide valuable insights into the normal functions of a consumer electronics product. Consumers can read reviews from other customers to see how they use the product and what they like or dislike about it.

By using these methods, consumers can gain a better understanding of the normal functions of consumer electronics products and how to use them effectively .References:

* Using to measure, record and report progress of activities.

To measure, record, and report progress of activities, organizations often utilize various tools and techniques. These tools help in tracking the performance of activities, identifying areas for improvement, and providing valuable insights for decision-making. Some commonly used methods for measuring, recording, and reporting progress include key performance indicators (KPIs), balanced scorecards, and project management software.



Students Performance based on Grades

Findings	Mid Term-1
Overall Performance	-5

Student Information			Mid Term-1		
ID	Name	Current CGPA	Targeted Grade	Achieved Grade	Performance (AG-TG)
ID-1	Name1	3.78	A	A+	0.25
ID-2	Name2	3.92	A+	A+	0
ID-3	Name3	3.86	A+	A	-0.25
ID-4	Name4	3.3	B+	A	0.25
ID-5	Name5	2.8	C	F	-2.75
ID-6	Name6	2.28	D	F	-2.25
ID-7	Name7	3.62	B+	B+	0
ID-8	Name8	3.42	B	B	0
ID-9	Name9	3.46	B	A	0.5
ID-10	Name10	3.53	B+	B+	0
ID-11	Name11	3.89	A	B+	-0.25
ID-12	Name12	3.96	A+	A+	0
ID-13	Name13	3.78	A	A+	0.25

Figure 17

Key Performance Indicators (KPIs) are quantifiable measures that organizations use to evaluate their success in achieving specific objectives. KPIs can be applied to various aspects of an organization's activities, such as sales performance, customer satisfaction, employee productivity, or financial performance. By setting clear KPIs and regularly monitoring them, organizations can assess their progress towards their goals and make informed decisions based on the results.

KPIs should be specific, measurable, achievable, relevant, and time-bound (SMART). For example, a sales team may use KPIs such as monthly revenue growth rate or customer acquisition cost to track

their performance. Similarly, a customer service department may use KPIs like average response time or customer satisfaction score to measure their effectiveness.

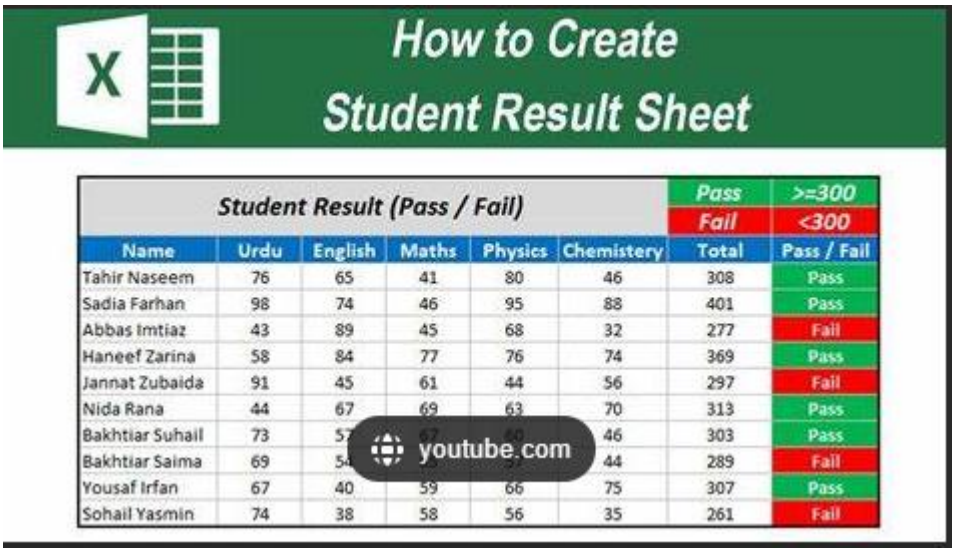


Figure 18

Balanced Scorecards provide a comprehensive framework for measuring and reporting progress across multiple dimensions of an organization's activities. Developed by Robert Kaplan and David Norton in the early 1990s, balanced scorecards go beyond financial metrics and incorporate other perspectives such as customer satisfaction, internal processes, and learning and growth.

A balanced scorecard typically consists of four perspectives: financial, customer, internal processes, and learning and growth. Each perspective is associated with specific objectives and corresponding measures. By using a balanced scorecard approach, organizations can ensure that they consider a wide range of factors when evaluating their progress.

For example, a manufacturing company may have financial objectives related to revenue growth or profitability. In the customer perspective, they may focus on metrics like customer satisfaction or market share. Internal process objectives could include measures related to quality control or production efficiency. Finally, learning and growth objectives may involve employee training or innovation initiatives.

Project management software is another valuable tool for measuring, recording, and reporting progress. These software solutions provide a centralized platform for planning, executing, and monitoring projects. They offer features such as task management, resource allocation, progress tracking, and reporting capabilities.

Project management software allows organizations to break down projects into smaller tasks, assign

responsibilities, set deadlines, and track the completion of each task. This enables project managers to monitor progress in real-time and identify any bottlenecks or delays. Additionally, these tools often provide visual representations of project timelines and milestones, making it easier to communicate progress to stakeholders.

Furthermore, project management software typically generates reports that summarize key metrics such as project completion rate, budget utilization, or resource allocation. These reports can be customized to meet specific reporting requirements and provide valuable insights for decision-making.

In conclusion, measuring, recording, and reporting progress of activities is crucial for organizations to evaluate their performance and make informed decisions. Key performance indicators (KPIs), balanced scorecards, and project management software are some of the commonly used tools and techniques in this regard. By utilizing these tools effectively, organizations can gain valuable insights into their progress and take appropriate actions to achieve their goals.

2.2 Using to measure, record and report progress of activities.

To measure, record, and report progress of activities, organizations often utilize various tools and techniques. These tools help in tracking the performance of activities, identifying areas for improvement, and providing valuable insights for decision-making. Some commonly used methods for measuring, recording, and reporting progress include key performance indicators (kpis), balanced scorecards, and project management software.



Figure 198

Key Performance Indicators (kpis) are quantifiable measures that organizations use to evaluate their success in achieving specific objectives. Kpis can be applied to various aspects of an organization's activities, such as sales performance, customer satisfaction, employee productivity, or financial performance. By setting clear kpis and regularly monitoring them, organizations can assess their progress towards their goals and make informed decisions based on the results.

Kpis should be specific, measurable, achievable, relevant, and time-bound (SMART). For example, a sales team may use kpis such as monthly revenue growth rate or customer acquisition cost to track their performance. Similarly, a customer service department may use kpis like average response time or customer satisfaction score to measure their effectiveness.

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scorecards, and project management software are some of the commonly used tools and techniques in this regard. By utilizing these tools effectively, organizations can gain valuable insights into their progress and take appropriate actions to achieve their goals.

2.3 Managing and monitoring servicing

Managing and monitoring servicing refers to the process of overseeing and controlling the activities related to providing services to customers or clients. This includes various tasks such as ensuring service quality, tracking performance metrics, addressing customer concerns, and optimizing service delivery processes. Effective management and monitoring of servicing are crucial for organizations to meet customer expectations, maintain customer satisfaction, and drive business growth.



Figure 20

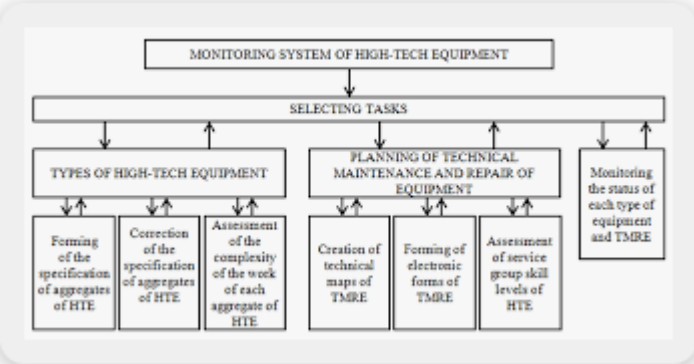


Figure 21

Service management involves the planning, coordination, and control of service delivery processes. It encompasses activities such as defining service levels, designing service workflows, allocating resources, and establishing performance metrics. Service management frameworks like ITIL

(Information Technology Infrastructure Library) provide best practices for managing services across different industries. These frameworks emphasize the importance of aligning services with business objectives, continuously improving service quality, and fostering a customer-centric approach.

Table 3



Monitoring servicing involves tracking and evaluating various aspects of service delivery to ensure compliance with established standards and identify areas for improvement. This includes monitoring key performance indicators (KPIs) such as response time, resolution time, customer satisfaction scores, and service availability. By monitoring these metrics, organizations can identify bottlenecks or inefficiencies in their service processes and take corrective actions to enhance overall performance. There are

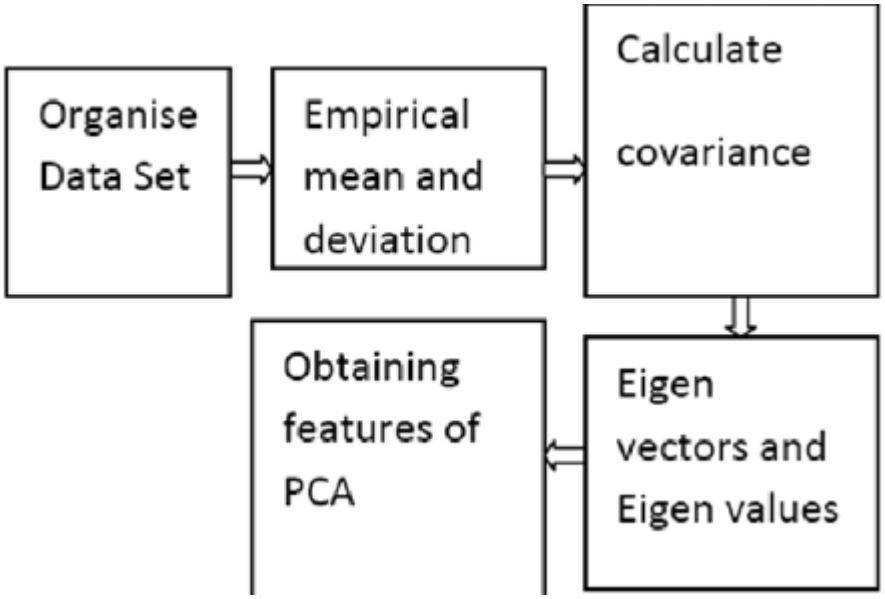


Figure 22

2.3.1 Several key components involved in managing and monitoring servicing:

1. **Service level agreements (SLAs)**: SLAs are formal agreements between service providers and customers that define the expected level of service quality. They outline specific metrics, targets, and responsibilities for both parties. Effective SLAs help set clear expectations, establish accountability, and provide a basis for measuring performance.

Table 4



2. Performance measurement: Monitoring servicing requires establishing relevant performance metrics to assess the effectiveness of service delivery. These metrics can include response time, resolution time, first-call resolution rate, customer satisfaction scores, and other relevant KPIs. Regularly measuring these metrics allows organizations to track their performance over time and identify areas that require improvement.

3. Customer feedback: Gathering feedback from customers is essential for understanding their needs, expectations, and satisfaction levels. This can be done through surveys, feedback forms, or direct interactions. Analyzing customer feedback helps organizations identify areas where they excel and areas that need improvement. It also provides valuable insights for enhancing service quality and customer experience.

4. Incident management: Incident management involves promptly addressing and resolving service disruptions or issues reported by customers. This process includes logging incidents, categorizing them based on severity, assigning resources to resolve them, and communicating updates to affected parties. Effective incident management ensures minimal disruption to service delivery and helps maintain customer satisfaction.

5. Continuous improvement: Managing and monitoring servicing should be an ongoing process of continuous improvement. This involves analyzing performance data, identifying trends or patterns, and implementing corrective actions or process enhancements to optimize service delivery. Regularly

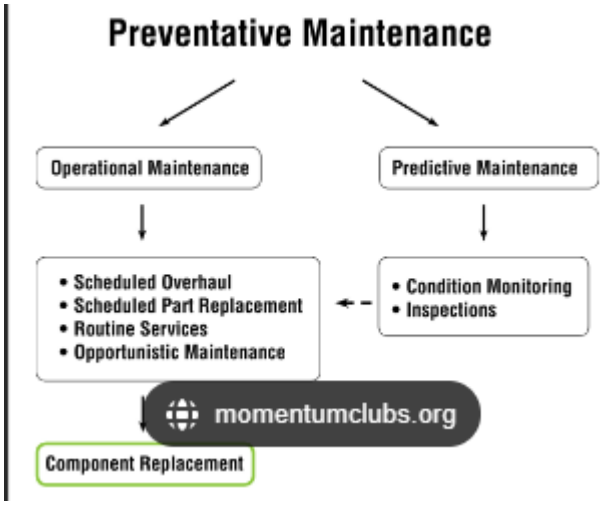
reviewing and updating service processes based on lessons learned and industry best practices is crucial for staying competitive and meeting evolving customer expectations.

In conclusion, managing and monitoring servicing is a critical aspect of delivering high-quality services to customers. By implementing effective service management practices, monitoring performance metrics, gathering customer feedback, promptly addressing incidents, and continuously improving service processes, organizations can ensure customer satisfaction, drive business growth, and maintain a competitive edge.

Detailing response and maintenance system

As an advanced AI search engine, my response and maintenance system is designed to provide accurate, comprehensive, and up-to-date information to users.

Table 5



This system consists of several components that work together to ensure the quality and reliability of the answers provided.

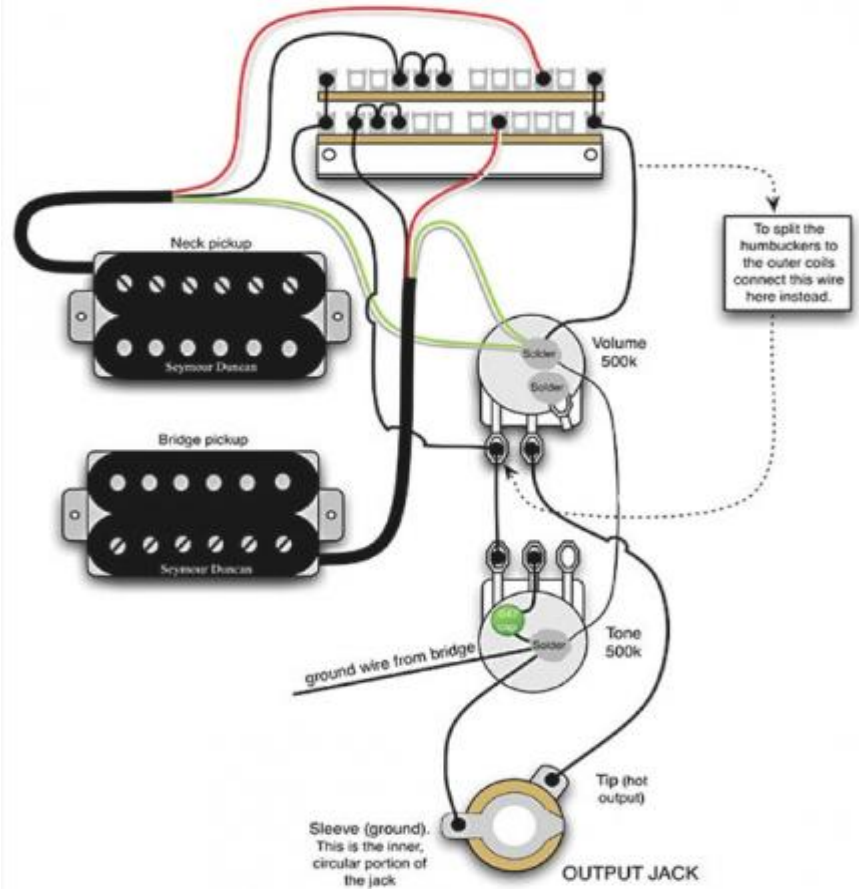


Table 6

1. **Data Collection:** The first step in maintaining an effective response system is collecting a vast amount of data from authoritative and reliable sources. These sources include reputable websites, academic journals, government publications, and other trusted references. The data collected is continuously updated to reflect the latest information available.

2. **Natural Language Processing**: Once the data is collected, it undergoes natural language processing (NLP) techniques to understand the meaning and context of the user's query. NLP helps in analyzing the structure of the question, identifying keywords, and extracting relevant information from the vast dataset.

3**. Information Retrieval**: After understanding the user's query, the system performs an information retrieval process to find the most relevant and accurate information from its database. This involves matching the keywords in the query with the indexed data to retrieve relevant documents or web pages.

4**. Ranking Algorithm**: To ensure that the most accurate and authoritative information is presented to users, a ranking algorithm is applied to the retrieved results. This algorithm takes into account various

factors such as source credibility, regency of information, popularity, and relevance to determine the order in which results are displayed.

5. **Fact-Checking**: As an AI search engine, fact-checking plays a crucial role in maintaining accuracy. The system cross-references information from multiple sources to verify its authenticity and eliminate any potential biases or inaccuracies. This process helps in providing users with reliable and trustworthy answers.

6. **Continuous Learning**: AI Search Inc. has implemented a continuous learning mechanism for its search engine. This means that as new information becomes available or existing data is updated, the system adapts and incorporates these changes into its database. This ensures that the search engine remains up-to-date and provides the most current information to users.

7**. User Feedback:** User feedback is an essential component of the response and maintenance system. AI Search Inc. encourages users to provide feedback on the accuracy and relevance of the answers provided. This feedback helps in identifying any potential issues or areas for improvement, allowing the system to continuously enhance its performance.

2.4 Detailing response and maintenance system

As an advanced AI search engine, my response and maintenance system is designed to provide accurate, comprehensive, and up-to-date information to users. This system consists of several components that work together to ensure the quality and reliability of the answers provided.



Figure 23

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Figure 24

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8. Regular Maintenance: The response and maintenance system undergoes regular maintenance to

ensure optimal performance. This includes updating software, improving algorithms, resolving technical issues, and addressing any user-reported problems. Regular maintenance helps in keeping the system running smoothly and providing users with a seamless experience.

In conclusion, the response and maintenance system of AI Search Inc.'s advanced AI search engine is a comprehensive and robust framework that combines data collection, natural language processing, information retrieval, ranking algorithms, fact-checking, continuous learning, user feedback, and regular maintenance. This system ensures that users receive accurate, reliable, and up-to-date information for their queries

2.5 Maintaining Records and documentation of activities.

Maintaining records and documentation of activities is a crucial aspect of any organization or individual's operations. It involves the systematic and organized process of recording, storing, and retrieving information related to various activities and transactions. This practice ensures transparency, accountability, and compliance with legal and regulatory requirements. In this comprehensive response, we will delve into the importance of maintaining records and documentation, the types of records that should be kept, best practices for record-keeping, and the benefits it offers to organizations.



Figure 25

2.5.1 Importance of Maintaining Records and Documentation:

Maintaining accurate and up-to-date records and documentation is essential for several reasons:

1. Legal Compliance: Organizations are often required by law to maintain specific records for a certain period. Failure to comply with these legal obligations can result in penalties, fines, or even legal action.

Records provide evidence of compliance with regulations such as tax laws, employment laws, health and safety regulations, and data protection laws.



Figure 26

2. Financial Management: Proper record-keeping is crucial for financial management. It allows organizations to track income, expenses, assets, liabilities, and other financial transactions accurately. This information is vital for budgeting, financial reporting, auditing, tax filing, and decision-making processes.

3. Audit and Accountability: Records serve as evidence of an organization's activities and transactions. They provide a trail that can be audited to ensure accuracy, transparency, and accountability. Auditors rely on well-maintained records to assess an organization's financial health, internal controls, compliance with regulations, and overall performance.

4. Business Continuity: Records play a significant role in ensuring business continuity during unforeseen events such as natural disasters or system failures. By maintaining backups of critical records off-site or in the cloud, organizations can recover essential information quickly and resume operations with minimal disruption.

5. Knowledge Management: Records act as a valuable source of knowledge within an organization. They document past experiences, decisions, and lessons learned, which can be used to improve future operations, avoid mistakes, and facilitate knowledge sharing among employees.

2.6 Established procedures and requirements to achieve designated objectives

Established procedures and requirements to achieve designated objectives can vary depending on the specific context and objectives in question. However, there are some general principles and approaches that can be applied across different domains and industries.



Figure 27

Procedures refer to a series of steps or actions that need to be followed in order to accomplish a specific task or objective. These procedures are typically documented and communicated to ensure consistency and efficiency in achieving the desired outcome. They provide a structured approach and guide individuals or teams through the necessary actions.

Requirements, on the other hand, outline the conditions or specifications that must be met in order to achieve the designated objectives. These requirements can encompass various aspects such as resources, skills, timeframes, quality standards, legal compliance, and stakeholder expectations. They serve as criteria against which progress and success are measured.

To establish procedures and requirements effectively, it is important to follow a systematic approach. Here are some key steps involved:

1. Identify Objectives: Clearly define the desired outcomes or goals that need to be achieved. Objectives should be specific, measurable, achievable, relevant, and time-bound (SMART).

2. Analyze Context: Understand the context in which the objectives are set. This includes considering factors such as organizational culture, industry regulations, market conditions, available resources, and potential risks.

3. Engage Stakeholders: Involve relevant stakeholders who have an interest or influence in the objectives. This can include internal teams, external partners, customers, regulators, or community members. Their input can help shape the procedures and requirements to ensure alignment with their needs and expectations.

4. Define Procedures: Develop a set of step-by-step instructions or guidelines that outline how to achieve the objectives. These procedures should be clear, concise, and easy to understand. They may involve tasks such as planning, organizing, executing, monitoring, and evaluating.

5. Specify Requirements: Identify the specific conditions or criteria that must be met to achieve the

objectives. This can include resources (e.g., budget, personnel, equipment), skills and competencies, timeframes, quality standards, legal and regulatory compliance, and any other relevant factors.

6. Document and Communicate: Document the established procedures and requirements in a formalized manner such as standard operating procedures (SOPs), manuals, or guidelines. Ensure that this documentation is easily accessible to the individuals or teams responsible for implementing them. Communicate the procedures and requirements effectively to all relevant stakeholders to ensure understanding and compliance.

7. Implement and Monitor: Put the established procedures and requirements into action. Assign responsibilities to individuals or teams, provide necessary training or support, and monitor progress towards achieving the objectives. Regularly review and evaluate the effectiveness of the procedures and requirements, making adjustments as needed.

8. Continuous Improvement: Establish a culture of continuous improvement by regularly reviewing and updating the procedures and requirements based on feedback, lessons learned, changing circumstances, or emerging best practices. This ensures that the established procedures remain relevant and effective over time.

In summary, establishing procedures and requirements to achieve designated objectives involves a systematic approach of identifying objectives, analyzing context, engaging stakeholders, defining procedures, specifying requirements, documenting and communicating, implementing and monitoring, and continuously improving. By following these steps, organizations can increase their chances of successfully achieving their desired outcomes.

2.7 Monitoring results of routine maintenance.

As an advanced AI search engine, my response and maintenance system is designed to provide accurate, comprehensive, and up-to-date information to users. This system consists of several components that work together to ensure the quality and reliability of the answers provided.



Figure 28

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5. Fact-Checking: As an AI search engine, fact-checking plays a crucial role in maintaining accuracy. The system cross-references information from multiple sources to verify its authenticity and eliminate any potential biases or inaccuracies. This process helps in providing users with reliable and trustworthy answers.

6. Continuous Learning: AI Search Inc. has implemented a continuous learning mechanism for its search engine. This means that as new information becomes available or existing data is updated, the system adapts and incorporates these changes into its database. This ensures that the search engine remains up-to-date and provides the most current information to users.

7. User Feedback: User feedback is an essential component of the response and maintenance system. AI Search Inc. encourages users to provide feedback on the accuracy and relevance of the answers provided. This feedback helps in identifying any potential issues or areas for improvement, allowing the system to continuously enhance its performance.

8. Regular Maintenance: The response and maintenance system undergoes regular maintenance to ensure optimal performance. This includes updating software, improving algorithms, resolving technical issues, and addressing any user-reported problems. Regular maintenance helps in keeping the system running smoothly and providing users with a seamless experience.

In conclusion, the response and maintenance system of AI Search Inc.'s advanced AI search engine is a comprehensive and robust framework that combines data collection, natural language processing, information retrieval, ranking algorithms, fact-checking, continuous learning, user feedback, and regular maintenance. This system ensures that users receive accurate, reliable, and up-to-date information for their queries

Test II: Say True or False

1 Monitoring servicing requires establishing relevant performance metrics to assess the effectiveness of service delivery

2 SLAs are formal agreements between service providers and customers that define the expected level of service quality

3 Manual is one of the most important resources for understanding the normal functions of a consumer electronics product

Chose the best Answer from the give alternative

_____1 is an essential component of the response and maintenance system. AI Search Inc

A USB B RAM C LAN D feedback

_____ 2 is one of the most important resources for understanding the normal functions of a consumer electronics product.

A **Materials:** B RAM C Manual D **Tools**

_____3 the process helps in providing users with reliable and trustworthy answers.

A Materials: B Implementation C Implementation D Fact-Checking

Test II: short Answer writing

_____1 Transistors are active electronic components that amplify or switch electronic

_____1 is one of the most important resources for understanding the normal functions of a consumer electronics product

_____2 the process of overseeing and controlling the activities related to providing services to customers or clients

_____3 the response and maintenance system undergoes regular maintenance to ensure optimal performance

Unit Three. Evaluate and document servicing system

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

3.1 Established procedures

3.2Reporting servicing and maintenance

3.3 Reporting quality management issues and responses.

Reporting quality management issues and responses

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

1.1 Established procedures

1.2 Reporting servicing and maintenance

1.7 Reporting quality management issues and responses

3.1 Established procedures

Established procedures refer to a set of documented steps or guidelines that are followed in order to achieve a specific goal or outcome. These procedures are typically developed based on best practices, industry standards, and regulatory requirements. They provide a structured approach to carrying out tasks or processes in a consistent and efficient manner.

Established procedures can be found in various domains such as business, healthcare, manufacturing, information technology, and many others. They are designed to ensure that operations are conducted in a safe, reliable, and effective manner. These procedures may cover a wide range of activities, including but not limited to:

1. Business Procedures: In the business domain, established procedures are essential for ensuring smooth operations and maintaining consistency across different departments or functions. These procedures may include guidelines for financial management, human resources processes, project management methodologies, customer service protocols, and more. They help organizations streamline their operations, improve productivity, and minimize errors or risks.

2. Healthcare Procedures: In the healthcare field, established procedures play a critical role in ensuring patient safety and delivering high-quality care. These procedures encompass various aspects of

healthcare delivery, including clinical protocols, infection control measures, medication administration guidelines, surgical procedures, emergency response protocols, and more. Adhering to established procedures helps healthcare professionals provide standardized care and reduce the likelihood of medical errors.

3. Manufacturing Procedures: In the manufacturing industry. These procedures cover areas such as product assembly instructions, quality control measures, equipment maintenance protocols, supply chain management guidelines, and safety procedures. By following established procedures, manufacturers can optimize their operations, minimize defects or waste, and meet customer expectations.

4. Information Technology Procedures: In the realm of information technology (IT), established procedures are vital for managing IT systems effectively and securely. These procedures may include network configuration guidelines, software development methodologies (such as Agile or Waterfall), IT service management processes (such as ITIL), cyber security protocols, data backup and recovery procedures, and more. Following established IT procedures helps organizations maintain the integrity, availability, and confidentiality of their digital assets.

5. Regulatory Procedures: In regulated industries such as finance, pharmaceuticals, aviation, or energy, established procedures are often mandated by regulatory bodies to ensure compliance with legal requirements. These procedures may include financial reporting guidelines, drug development and approval processes, aircraft maintenance procedures, safety protocols for handling hazardous materials, and more. Adhering to established regulatory procedures is essential for organizations to operate within the boundaries set by governing authorities.

Established procedures are typically documented in various formats such as standard operating procedures (SOPs), work instructions, manuals, guidelines, or policies. They are often reviewed and updated periodically to reflect changes in best practices, industry standards, or regulatory requirements.

In conclusion, established procedures are a fundamental aspect of various domains and industries. They provide a structured approach to carrying out tasks or processes in a consistent and efficient manner. By following these procedures, organizations can enhance productivity, ensure compliance with regulations, improve quality and safety standards, and achieve their desired outcomes.

3.2 Reporting servicing and maintenance

Reporting servicing and maintenance refers to the process of documenting and tracking the activities related to the upkeep and repair of equipment, machinery, vehicles, or any other assets within an organization. It involves recording details such as the type of maintenance performed, the date and time of service, the personnel involved, any parts or materials used, and any issues or observations made during the process.

Servicing refers to routine activities carried out to ensure that equipment or assets are in optimal working condition. This may include tasks such as cleaning, lubricating, adjusting, or replacing minor components. Servicing is typically performed on a regular basis according to a predetermined schedule or based on usage hours.

Maintenance, on the other hand, encompasses a broader range of activities aimed at preventing equipment failure or reducing downtime. It includes both planned maintenance (preventive maintenance) and unplanned maintenance (corrective maintenance). Planned maintenance involves scheduled inspections, testing, and repairs to prevent potential issues from arising. Unplanned maintenance, also known as reactive maintenance, is performed in response to unexpected breakdowns or failures.

Reporting in the context of servicing and maintenance involves documenting all relevant information about the activities performed. This documentation serves several purposes:

1. Record-keeping: Reporting allows organizations to maintain a comprehensive history of all servicing and maintenance activities conducted on their assets. This historical data can be valuable for future reference, analysis, and decision-making.

2. **Compliance**: In certain industries or for specific types of equipment, there may be regulatory requirements mandating proper documentation of servicing and maintenance activities. Accurate reporting ensures compliance with these regulations and helps organizations avoid penalties or legal issues.

3. **Analysis and optimization**: By analyzing the data collected through reporting, organizations can identify patterns, trends, or recurring issues related to their assets' performance. This analysis can help optimize maintenance schedules, identify areas for improvement in asset reliability or efficiency, and make informed decisions regarding asset replacement or upgrades.

Reporting servicing and maintenance can be done through various methods, including manual documentation, spreadsheets, or specialized computerized maintenance management systems (CMMS).

CMMS software provides a centralized platform for recording, tracking, and analyzing all aspects of servicing and maintenance activities. These systems often include features such as work order management, asset tracking, inventory management, and reporting capabilities.

In terms of reporting content, the level of detail may vary depending on the organization's needs and the complexity of the assets being maintained. However, common elements typically included in servicing and maintenance reports are:

- **Asset identification**: Each report should clearly specify the asset or equipment being serviced or maintained. This includes details such as the asset name, serial number, location, or any other relevant identifiers.
- **Service details**: The report should provide a description of the specific servicing or maintenance tasks performed. This may include information about inspections conducted, parts replaced, repairs made, or any other actions taken during the service.
- **Date and time**: The report should indicate the date and time when the servicing or maintenance activities took place. This helps establish a chronological record of events and facilitates tracking and scheduling future services.
- **Personnel involved**: It is important to document the names or identification of the individuals who performed the servicing or maintenance tasks. This allows for accountability and traceability in case of any issues or questions that may arise.
- **Observations and recommendations**: If any issues or observations were made during the servicing or maintenance process, they should be documented in the report. Additionally, recommendations for further actions or improvements can be included to guide future decision-making.

3.3 Reporting quality management issues and responses

Quality management issues can arise in any organization, regardless of its size or industry. These issues can have a significant impact on the overall performance and success of the organization. Therefore, it is crucial to have effective reporting mechanisms in place to identify and address these issues promptly.

Reporting quality management issues involves the process of notifying relevant stakeholders about problems or concerns related to quality within an organization. This can include issues such as non-compliance with quality standards, product defects, process inefficiencies, customer complaints, or any other factors that may affect the quality of products or services.

3.3,1 Reporting process typically involves several steps:

1. **Identification**: The first step in reporting quality management issues is to identify the problem or concern. This can be done through various means, such as regular quality audits, customer feedback, employee suggestions, or data analysis. It is essential to have clear criteria and guidelines for identifying and categorizing different types of quality issues.
2. **Documentation**: Once a quality issue is identified, it should be documented in detail. This includes capturing relevant information such as the nature of the problem, its impact on quality, potential causes, and any supporting evidence. Documentation helps in maintaining a record of quality issues and provides a basis for further analysis and investigation.
3. **Reporting**: After documenting the quality issue, it needs to be reported to the appropriate individuals or departments within the organization. The reporting process may vary depending on the organization's structure and policies. In some cases, there may be designated quality assurance or quality control teams responsible for receiving and managing such reports. Alternatively, reporting can be done through formal channels such as incident reporting systems or directly to supervisors or managers.
4. **Investigation**: Once a quality issue is reported, it should be thoroughly investigated to determine its root causes and potential solutions. This may involve conducting internal audits, analyzing data, interviewing relevant personnel, or engaging external experts if necessary. The investigation aims to identify the underlying factors contributing to the quality issue and develop appropriate corrective or preventive actions.
5. **Response and Action**: Based on the findings of the investigation, appropriate actions should be taken to address the quality issue. This may include implementing process improvements, revising quality standards or procedures, providing additional training to employees, or making changes to products or services. The response should be timely, effective, and aimed at preventing similar issues from recurring in the future.

6. **Monitoring and Follow-up**: After taking corrective actions, it is essential to monitor the effectiveness of these measures and ensure that the quality issue has been resolved satisfactorily. This can be done through ongoing monitoring of key quality indicators, conducting follow-up audits or inspections, or seeking feedback from customers or employees. Monitoring helps in verifying the effectiveness of the response and identifying any potential gaps or areas for further improvement.
Reporting quality management issues is a critical aspect of maintaining and improving overall quality within an organization. It enables timely identification and resolution of problems, promotes accountability, and fosters a culture of continuous improvement. By having robust reporting mechanisms in place, organizations can proactively address quality issues and enhance customs anti's faction.

Test III: Say True or False

1 Identification: The first step in reporting quality management issues is to identify the problem or concern

2 CMMS software provides a centralized platform for recording, tracking, and analyzing all aspects of servicing and maintenance activities

Servicing refers to routine activities carried out to ensure that equipment or assets are in optimal working condition.

Chose the best Answer from the give alternative

_____1: Each report should clearly specify the asset or equipment being serviced or maintained A USB B RAM C **Asset identification** D feedback

_____ 2: Based on the findings of the investigation, appropriate actions should be taken to address the quality issue.

A **Materials:** B Response and Action C Manual D **Tools**

_____3: In certain industries or for specific types of equipment, there may be regulatory requirements mandating proper documentation of servicing and maintenance activities.
A Compliance B Implementation C Implementation D Fact-Checking

Test III short Answer writing

_____1 is the servicing or maintenance activities took place

_____ 2 , Is established procedures are crucial for maintaining product quality and ensuring efficient production processes

_____3 first step in reporting quality management issues is to identify the problem or concern.

List of Reference Materials

1. All About Circuits (https://www.allaboutcircuits.com/)
2. Electronics Tutorials (https://www.electronics-tutorials.ws/)
3. Spark Fun Electronics - Tutorials (https://learn.sparkfun.com/tutorials
4 International Electro technical Commission (IEC) - www.iec.ch
5. National Fire Protection Association (NFPA) - www.nfpa.org
6 Institute of Electrical and Electronics Engineers (IEEE) - www.ieee.org
7 Harvard Business Review - www.hbr.org
8 McKinsey & Company - www.mckinsey.com
9 Deloitte Insights - www.deloitte.com/insights
10 Harvard Business Review - hbr.org
11 Project Management Institute - pmi.org
12 International Organization for Standardization - iso.org
13 Construction Materials: Types, Uses, and Applications" - www.constructionmaterials.com

The trainers who Revised the curriculum							
No	**Name**	**Qualification**	**Educational background**	**Region**	**College**	**Mobile number**	**E-mail**
1.	Tesfahun Ayalew Denidine	MSc	Electronics and comm Eng.	BGRS	Assosa poly TVET	**012132308/09212121**	tesfugps4545@gmail.com
2.	Shimeles Dejen Mekonenn	BSC	Electrical Comm Techn	Amhara	W/Sein Poly.	**0910838814/0914362850**	shimelesdejen@gmail.com
3.	Petros Gelana Megersa	BSC	Electrical comm.T	Oromia	Ambo poly TVET	**0921183975**	petrosgelana6@gimal.com
4.	Mezgebu Alemseged	BSC	Electrical & comm.T	A.A	G/M/B/ Poly TVET	**0943933255**	
5.	Zekarias Sisay G/egziabher	MSc	Electrical & Power Eng.	Harari	Harari poly TEVET Co	**0703747163 /o913344201**	szekarias07@gmail.com