

Television Repair Technician : Teaching Plan		
DATE	TOPIC_COVERED	UNIT_NO
21/11/2016	PC1. check customer complaint registered at customer care or installation schedule	1
21/11/2016	PC2. call customer to confirm problem and fix time for visit	1
22/11/2016	PC3. greet the customer and confirm the problem registered	1
22/11/2016	PC4. be polite and patient when interacting with customer	1
25/11/2016	PC5. check about warranty status of appliance and annual maintenance contract	1
25/11/2016	PC6. anticipate possible problems to carry tools and parts accordingly	1
26/11/2016	PC7. ascertain customer location in order to make the route plan for the day	1
26/11/2016	PC8. enquire about the symptoms and history of problems in the appliance	1
28/11/2016	PC9. ask about the age of appliance and status of upkeep	1
28/11/2016	PC10. identify the problem based on customer's information	1
29/11/2016	PC11. communicate the problems identified and educate on possible reasons	1
29/11/2016	PC12. inform about costs involved	1
02/12/2016	PC13. discuss the problem(s) identified with customer	1
02/12/2016	PC14. suggest possible solutions and costs involved	1
03/12/2016	PC15. explain the time required and methodology for servicing necessary	1
03/12/2016	PC16. seek customer's approval on further action	1
05/12/2016	PC17. accurately assess the problem and solution(s) necessary	1
05/12/2016	PC18. offer most appropriate and cost-effective service as per customer's requirement	1
06/12/2016	PC19. communicate problem effectively in order to secure customer's confidence	1
06/12/2016	PC20. ensure customer satisfaction and positive feedback	1
09/12/2016	PC21. record minimum customer complaints post service	1
09/12/2016	PC22. avoid repeat problem post service	1
10/12/2016	PC23. prepare most optimum route plan to complete daily target visits	1
10/12/2016	PC1. remove the television set packaging in which it was shipped to customer without damage to TV set and accessories	2
12/12/2016	PC2. check that the product matches the customer order in terms of model and make	2
12/12/2016	PC3. check that all supporting accessories purchased are there in the pack	2
13/12/2016	PC4. check tools and fitments required for the installation are available	2
13/12/2016	PC5. clear up the packaging material waste and dispose as per company's norms	2
16/12/2016	PC6. seek customer's input on placement of television set	2
16/12/2016	PC7. take necessary measurements from the floor and the sides of the wall for drilling holes (if applicable)	2
17/12/2016	PC8. make necessary wire concealing installations and make connections from the nearest power supply	2
17/12/2016	PC9. attach mounting brackets at the back side of the TV in case it is to be wall mounted	2
19/12/2016	PC10. drill holes on the wall at the identified locations and insert anchors into the holes drilled	2
19/12/2016	PC11. follow instructions in the installation manual to place the TV at appropriate distance from the floor and the walls	2
20/12/2016	PC12. place on appropriate stand or platform as recommended by company, if applicable	2
20/12/2016	PC13. select appropriate location for TV set as per location guidelines given in the installation manual and customer requirements	2
23/12/2016	PC14. ensure that the position of the screen of the TV set is set according to the lighting in the room	2
23/12/2016	PC15. educate customer on importance of proper placing	2
24/12/2016	PC16. educate about switching off the unit during voltage fluctuations and use of voltage regulators, if necessary	2
24/12/2016	PC17. plug in the power supply wire, set top box connection, etc., if applicable	2

26/12/2016	PC18. demonstrate the features and utility of the TV set and the remote control	2
26/12/2016	PC19. explain the precautions to be taken while using the television	2
27/12/2016	PC20. use the correct tools and equipment for installation	2
27/12/2016	PC21. make mechanical support and power supply connections securely	2
30/12/2016	PC22. complete installation in time target given	2
30/12/2016	PC23. educate customer on proper operation and maintenance procedures	2
31/12/2016	PC24. fill in customer acknowledgement form	2
31/12/2016	PC25. seek customer's signature	2
02/01/2016	PC26. complete other documentation for recording completion of installation	2
02/01/2016	PC27. call customer care and inform about job completion	2
03/01/2016	PC28. understand the work requirement from superior, periodically	2
03/01/2016	PC29. report to superior on the work completed	2
06/01/2016	PC30. escalate the customer issues and problems unresolved at field level	2
06/01/2016	PC31. carry out daily field schedule as per instructions	2
07/01/2016	PC32. refer unrelated customer queries	2
07/01/2016	PC33. report work status and prepare required documentation as per company standards	2
09/01/2016	PC34. document the work completed on the company ERP software for tracking and future references	2
09/01/2016	PC1. diagnose the fault in the unit as per customer interaction and initial inspection	3
10/01/2016	PC2. check the plug point to which the TV set is connected and ensure that the power supply module in the TV set is receiving power	3
10/01/2016	PC3. carry out basic earthing test and volt ampere test and ensure that the fault is internal before disassembling the unit	3
13/01/2016	PC4. discharge any large capacitor and the charge stored in the cathode ray tube before diagnosis	3
13/01/2016	PC5. use the voltmeter to check the fuse ensure that the capacitor has not blown off	3
14/01/2016	PC6. follow the path of current to identify in which section the defect has occurred before troubleshooting a circuit	3
14/01/2016	PC7. send to factory for in depth diagnosis, if problem cannot be identified at site	3
16/01/2016	PC8. interpret instructions manual accurately to correlate the symptoms indicated with exact problem	3
16/01/2016	PC9. if the fault identified is due to a problem in an immediately replaceable part such as fuse, replace at the customer's premise	3
17/01/2016	PC10. if the dysfunctional module/part is specialised such as problem with the picture tube and cannot be replaced immediately, remove and replace during second visit with a functional one as collected from the service centre	3
20/01/2016	PC11. if the fault identified requires the TV set to be transported to the service centre, make necessary arrangements for them after taking customer's approval	3

20/01/2016	PC12. optimise the time taken to fix the dysfunctional television set	3
21/01/2016	PC13. select the right spares as per recorded complaints at Customer Care	3
21/01/2016	PC14. reassemble the unit	3
23/01/2016	PC15. switch on power supply and confirm that the unit is functioning as per specifications	3
23/01/2016	PC16. demonstrate and confirm functionality of the unit with the customer	3
24/01/2016	PC17. collect necessary payments from the customer	3
24/01/2016	PC18. fill in customer acknowledgement form	3
27/01/2016	PC19. complete other documentation procedures to record complaint closure	3
27/01/2016	PC20. ensure damage free handling of the unit	3
28/01/2016	PC21. complete the work without any hazards	3
28/01/2016	PC22. diagnose the problem accurately and in short time	3
30/01/2016	PC23. identify the exact module in the TV set that is dysfunctional	3
30/01/2016	PC24. rectify 100% and avoid repeat fault in the TV set	3
31/01/2016	PC25. secure repairs completion receipt from customer	3
31/01/2016	PC26. meet daily target for attending to number of complaints	3
03/02/2016	PC27. achieve 100% customer satisfaction	3
03/02/2016	PC28. record zero customer complaints post service	3
04/02/2016	PC29. recover payments as per rate sheet/ communication from customer care	3
04/02/2016	PC30. sell related products such as new equipment or Annual Maintenance Contracts (AMC)	3
06/02/2016	PC1. diagnose the fault in the unit as per customer interaction and initial inspection	4
06/02/2016	PC2. carry out basic tests such as power supply inspection, volt ampere test and continuity test	4
07/02/2016	PC3. unplug the power supply and any other equipment connected to the TV, e.g., set top box, DVD player, computer, home theatre	4
07/02/2016	PC4. remove the LED/LCD TV set from where it has been installed on the wall	4
10/02/2016	PC5. remove the screws attached to the mounts on the TV and separate the mounts from the TV set	4
10/02/2016	PC6. remove all the screws holding the rear cover and separate the rear cover from the rest of the system	4
11/02/2016	PC7. locate the exact location of the fault by examining various modules of the TV such as the power supply board, the main board, speakers, etc.	4
11/02/2016	PC8. send to factory for in depth diagnosis, if problem cannot be identified at site	4
13/02/2016	PC9. diagnose the problem accurately and in short time	4
13/02/2016	PC10. inspect all electrical and electronic parts of the unit as per instructions in the repair manual	4
14/02/2016	PC11. if the fault identified is due to a problem in one of the PCBs within the TV set, remove the PCB and replace it with a functional one	4

14/02/2016	PC12. if the dysfunctional module/part is specialised and cannot be replaced immediately, remove and replace during second visit with a functional one as collected from the service centre	4
17/02/2016	PC13. if the problem identified requires the set to be transported to the service centre, educate the customer about it and make necessary arrangements for the same	4
17/02/2016	PC14. optimise the time taken to fix the dysfunctional television set	4
18/02/2016	PC15. select the right spares as per recorded complaints at the customer care	4
18/02/2016	National Occupational	4
20/02/2016	PC16. re assemble and re install the unit	4
20/02/2016	PC17. switch on power supply and confirm that the unit is functioning as per specifications	4
21/02/2016	PC18. demonstrate and confirm functionality of the unit with the customer	4
21/02/2016	PC19. collect necessary payments from the customer	4
24/02/2016	PC20. fill in customer acknowledgement form	4
24/02/2016	PC21. complete other documentation procedures to record complaint closure	4
25/02/2016	PC22. rectify to avoid repeat fault in the TV	4
25/02/2016	PC23. meet daily target for attending to number of complaints	4
27/02/2016	PC24. achieve 100% customer satisfaction	4
27/02/2016	PC25. record minimum customer complaints post service	4
28/02/2016	PC26. educate customer on correct practices to follow in order to avoid further problems	4
28/02/2016	PC27. ensure damage free handling of the unit	4
03/03/2016	PC28. recover payments as per rate sheet/ communication from customer care	4
03/03/2016	PC29. sell related products or Annual Maintenance Contracts	4
06/03/2016	PC1. understand work requirements, targets and incentives	5
06/03/2016	PC2. learn about new product models, their features and functions	5
07/03/2016	PC3. report problems identified in the field	5
07/03/2016	PC4. escalate customer concerns that cannot be handled on field	5
10/03/2016	PC5. resolve personnel issues	5
10/03/2016	PC6. receive feedback on work standards and customer satisfaction	5
11/03/2016	PC7. communicate any potential hazards at a particular location	5
11/03/2016	PC8. meet given targets	5
13/03/2016	PC9. deliver work of expected quality despite constraints	5
13/03/2016	PC10. Have feedback from a happy and satisfied customer	5
14/03/2016	PC11. resolve inter-personnel conflicts and achieve smooth workflow	5
14/03/2016	PC12. receive spares from tool room or stores	5
17/03/2016	PC13. deposit faulty modules and tools to stores	5
17/03/2016	PC14. pass on customer complaints to colleagues in a respective geographical area	5
18/03/2016	PC15. assist colleagues with resolving field problems	5
18/03/2016	PC16. clearly demarcate roles of each team member	5