

1. Title	Handle and review customers’ complaints about electrical and mechanical product or service quality		
2. Code	EMCUQM302A		
3. Range	With regard to electrical and mechanical service quality management, analyze, review and handle customers’ complaints properly, in clearly-defined conditions, according to in-house instructions.		
4. Level	3		
5. Credit	3		
6. Competency	<div><div><div><div><div>6.1</div><div>In-house instructions on handling customers’ complaints</div></div><div><div>6.2</div><div>Analyze, handle and review customers’ complaints about electrical and mechanical product quality</div></div></div><div><div><div><div>◆</div><div>Understand in-house instructions on handling customers’ complaints about electrical and mechanical product or service quality</div></div><div><div>◆</div><div>Analyze and handle customers’ complaints about electrical and mechanical product or service quality properly according to in-house instructions, including:<ul style="list-style-type: none">Referring the complaints to departments concerned to follow up and review of causes of the issuesAnalyzing causes of the complaints and solving the problems with departments concernedHandling and responding to the customers’ complaints about quality or service</div></div><div><div>◆</div><div>Review customers’ complaints about electrical and mechanical product quality or service<ul style="list-style-type: none">Analyze customers’ satisfaction on the handling of complaints based on information from survey questionnaire on complaintsReview the way of handling complaintsReview the performance of handling complaints</div></div></div></div></div></div>		
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: <div><div>(i)</div><div>Capable to analyze and handle customers’ complaints about electrical and mechanical product quality, and make reviews.</div></div>		
8. Remarks	The credit value of this unit of competency is set on the presumption that the person already possesses basic knowledge of quality management.		