

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Control vehicle servicing workflow
Code	108787L3
Range	This unit of competency is applicable to vehicle servicing workshops. Practitioners should be able to communicate with staffs in different departments effectively and obtain various information on service workshops and vehicle servicing processes. They should also exercise flexible deployment of vehicle servicing logistics to effectively control vehicle servicing process.
Level	3
Credit	3 (For Reference Only)
Competency	Performance Requirements 1. Knowledge (Servicing workshops) • Good Understanding of with the work areas and duration required for various servicing procedure. • Master the specific functions of different areas within the servicing. workshop and its manpower availability. • Good Understanding of with the storage capacity and characteristics of servicing workshops and related car park. 2. Performance (Define the vehicle servicing workflow and coordinate the processes) • Define the workflow for each vehicle base on service requirements. • Maximise the workshop productivity by flexible arrangement base on the utilization level of different areas within the servicing workshops, the servicing procedures required by different vehicles, the supply of spare parts and servicing staffs, the target completion date of different vehicles and the authorisation of relevant servicing orders. • Communicate with staffs in different departments to obtain relevant information to facilitate deployment decision. • Coordinate security measures in the monitoring of vehicles to ensure that vehicles are stored safely and properly in the course of servicing. • Flexibly implement established contingency measures under special circumstances.
Assessment Criteria	The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is: • Capable of communicating with staffs in different departments effectively to obtain information on vehicle servicing, such as the utilization level of servicing areas, the arrangement of servicing staffs and spare parts, target completion date and the authorisation of servicing orders; and obtain the resources required for various servicing procedures to make flexible deployment of vehicle servicing logistics; and • Capable of coordinating the storage of vehicles in different areas to attain good vehicle security.
Remark	