



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Automotive Warranty Executive Level 4



26 FEBRUARY 2017
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Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.
1	xxx	Document launched				



About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

Foreword

The QCC Car Workshops Personnel Occupational Terms Working Group was initiated in January 2017 in order to establish occupational terms for workers in the car workshops sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the productivity of personnel.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



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34	Mohamed Al Mosaabi	Electra Auto
35	Syed Naveed	Bin Hamooda Auto
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Occupational Terms

No.	Field	Details												
1.	Occupation (Standard Unit)	Automotive Warranty Executive Level 4												
2.	Description	This standard specifies the outcome required to coordinate warranty claims and parts/components replaced under warranty under supervision and to keep track of the failed parts/components storage, retrieval and disposal.												
3.	Unit type	<input type="checkbox"/> Knowledge and Skills OR <input checked="" type="checkbox"/> Application												
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Monitor and maintain warranty claims</i></td> </tr> <tr> <td>E2</td> <td><i>Supervise storage, retrieval and disposal of failed spare parts</i></td> </tr> <tr> <td>E3</td> <td><i>Plan and organize work to meet expected outcomes</i></td> </tr> <tr> <td>E4</td> <td><i>Work effectively in a team</i></td> </tr> <tr> <td>E5</td> <td><i>Maintain a healthy, safe and secure working environment</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Monitor and maintain warranty claims</i>	E2	<i>Supervise storage, retrieval and disposal of failed spare parts</i>	E3	<i>Plan and organize work to meet expected outcomes</i>	E4	<i>Work effectively in a team</i>	E5	<i>Maintain a healthy, safe and secure working environment</i>
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E1	<i>Monitor and maintain warranty claims</i>													
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E3	<i>Plan and organize work to meet expected outcomes</i>													
E4	<i>Work effectively in a team</i>													
E5	<i>Maintain a healthy, safe and secure working environment</i>													
5.	QF Emirates level	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10												
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input checked="" type="checkbox"/> Performing/carry out QF 1-4												
7.	Entry information and prerequisites	High School Diploma/Industrial Training Diploma												



No.	Field	Details	
8.	Grading	Application unit: <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Automotive	
10.	Developed by	Government Entities	Abu Dhabi Quality & Conformity Council, Zones Corp, Abu Dhabi Department of Economic Development, Abu Dhabi Urban Planning Council, Abu Dhabi Municipality, OSHAD, Center of Waste Management, Abu Dhabi Chamber, Health Authority Abu Dhabi, ACTVET, National Qualification Authority, SAAED for Trafficking Systems and the Ministry of Human Resources & Emiratization
		Private Sector	Al Tayer Group, Emirates Motor Company, Ali & Sons Group, Al Futtaim Automobile and Prestige Car Services
11.	Endorsement date	11 April 2017	
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO-88	3321 Insurance Representatives	

Terms & Conditions

Term	Description
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
OEM	Original Equipment Manufacturer
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4- wheelers



Performance Criteria

Element	1. Monitor and maintain warranty claims
PC 1.1	Obtain the information related to warranty claims from job cards, vehicle history, technician notes which includes: service record of the vehicle, overall maintenance of the vehicle done at multiple workshops & previous instances of claims given for the same failure components
PC 1.2	Use the procedure and overall process as per the manufacturer guidelines to record and process the claims
PC 1.3	Maintain warranty data for various failed components as per the guidelines
PC 1.4	Handle day to day warranty claims for the parts as specified in the warranty manual
PC 1.5	Ensure adherence to warranty policy and procedures at dealer's end
PC 1.6	Maintain MIS for warranty claims and payments
PC 1.7	Follow up with OEM/ auto components manufacturers for payments warranty claims uploaded on the computer system
PC 1.8	Maintain records related to warranty contracts
PC 1.9	Record any speciality service used and claim the amount form the respective OEM as per the guideline given in the warranty manual
PC 1.10	Correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible
PC 1.11	Investigate about overdue claims and discuss the issues with manufacturer/concessionaire representatives and colleagues as appropriate
PC 1.12	File and archive the required documents to ensure a clear audit trail which can be clearly followed
PC 1.13	Ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)

Element	2. Supervise storage, retrieval and disposal of failed spare parts
PC 2.1	Identify the part type and model/ variant to which it belongs to
PC 2.2	Understand the terminology and technical specifications including the part numbering, make and variant for the failed parts/ aggregates
PC 2.3	Segregate the various types of bigger components like axle and gear box from small components so as to ensure the small parts are kept in the same condition as removed from the vehicle for the audit/ inspection purposes
PC 2.4	Stock the spare parts as per their code
PC 2.5	Allocate proper space to each component
PC 2.6	Manage and improve the parts handling ergonomics
PC 2.7	Assess the various components and seek advice of service advisor/ workshop manager on proper disposal techniques as per the mandated guidelines



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PC 2.8	Contact the auto part manufacturer in case of any observed discrepancies
PC 2.9	Record and enter the required information about the failed components with respect to: type of the spare part and its usage & spare part condition when replaced under warranty
PC 2.10	The cost and part code indicating the location where the component procured or manufactured
PC 2.11	Dispose the failed parts according to the directives of the OEM & the environment policies for the classification of the part

Element	3. Plan and organize work to meet expected outcomes
PC 3.1	Keep immediate work area clean and tidy
PC 3.2	Treat confidential information as per the company's guidelines
PC 3.3	Work in line with company's policies and procedures
PC 3.4	Work within the limits of the job role
PC 3.5	Obtain guidance from appropriate people, where necessary
PC 3.6	Ensure work meets the agreed requirements
PC 3.7	Establish and agree on work requirements with appropriate people
PC 3.8	Manage time, materials and cost effectively
PC 3.9	Use resources in a reasonable manner

Element	4. Work effectively in a team
PC 4.1	Maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)
PC 4.2	Work with colleagues to integrate work
PC 4.3	Pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means
PC 4.4	Work in ways that show respect for colleagues
PC 4.5	Carry out commitments made to colleagues
PC 4.6	Let colleagues know in good time if cannot carry out commitments, explaining the reasons
PC 4.7	Identify problems in working with colleagues and take the initiative to solve these problems
PC 4.8	Follow the company's policies and procedures for working with colleagues

Element	5. Maintain a healthy, safe and secure working environment
PC 5.1	Comply with the Emirate's current health, safety and security policies and procedures
PC 5.2	Report any identified breaches in health, safety, and security policies and procedures to the designated person/authority



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PC 5.3	Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
PC 5.4	Identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority
PC 5.5	Report any hazards outside the individual's authority to the relevant person, and warn other people who may be affected
PC 5.6	Safe handling of basic and simple vehicle systems, functions and standard equipment and instruments
PC 5.7	Identify and recommend opportunities for improving health, safety, and security to the designated person
PC 5.8	Complete all health and safety records
PC 5.9	Understand the safety dress & PPE types and adhere to the proper dress code & PPE requirements in the work area

Knowledge & Understanding

- *To monitor and maintain warranty claims, the user/individual on the job must know and understand:*
 1. Standard operating procedures of the organization/ dealership for warranty process along with that for the warranty room/ any other place where failed parts are stocked & maintenance inspection, servicing and repair of vehicles
 2. Standard operating procedures for replacement of failed parts/ components as mandated by the OEM/ specific auto component manufacturer
 3. Documentation requirements for each procedure carried out for storage, retrieval and disposal of spare parts
 4. Various checklists for both internal/ external warranty audits either by field service team/ Plant quality control team both from the OEM/ auto component manufacturer
 5. Organizational and professional code of ethics and standards of practice
 6. Safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts as an overall warranty monitoring process
 7. The warranty policy applicable to particular vehicle and segment
 8. The different types of warranties: manufacturers' warranties, extended warranties, vehicle service contract, mechanical breakdown insurance & product warranties
 9. The terms and condition of warranty
 10. How to explain the benefits of warranty
 11. The tenure for which warranty is applicable



12. The importance of regular maintenance and not voiding the warranty terms and conditions
 13. How to assist in getting the claims submitted and settled
 14. The parameters to be checked before processing and managing claims (both manually or through the OEM mandated computer software)
- *To supervise storage and retrieval of failed spare parts, the user/individual on the job must know and understand:*
1. Standard operating procedures of the organization/ dealership for warranty room/ any other place where failed parts are stocked & maintenance
 2. Standard operating procedures for replacement of failed parts/ components as mandated by the OEM / specific auto component manufacturer
 3. Safety requirements for handling various components as prescribed by the OEM/ auto component manufacturer
 4. Documentation requirements for each procedure carried out as part of roles and responsibilities for storage and retrieval and disposal of spare parts
 5. Organizational and professional code of ethics and standards of practice
 6. Safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts
 7. The part type and model/ variant to which it belongs to
 8. The nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ components
 9. The codes and terminologies associated with spare parts for orderly storage and retrieval
 10. The associated warranty terms and condition for each component as specified in the warranty manual of the respective OEM/ auto component manufacturer
 11. How to manage and control various types of failed parts in the warranty room and forecast the optimize way for its disposal
 12. How to design and improve the parts handling ergonomics in the warranty room/ place where failed parts are stored
 13. How to use OEM mandated computer storage systems & software's to manage and control and retrieve various failed spare parts/ components
 14. The overall process and procedure to be followed for parts retrieval or disposal as mandated by the respective OEM/ auto component manufacturer
 15. How to operate material handling equipment i.e. dollies, hand trucks, pallet jacks, forklifts, cranes & conveyers
- *To plan and organize work to meet expected outcomes, the user/individual on the job must know and understand:*
1. The company's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
 2. The limits of responsibilities and when to involve others



3. Specific work requirements and who these must be agreed with
 4. The importance of having a tidy work area and how to do this
 5. How to prioritize workload according to urgency and importance and the benefits of this
 6. The company's policies and procedures for dealing with confidential information and the importance of complying with these
 7. The purpose of keeping others updated with the progress of work
 8. Who to obtain guidance from and the typical circumstances when this may be required
 9. The purpose and value of being flexible and adapting work plans
 10. How to complete tasks accurately by following standard procedures
 11. Technical resources needed for work and how to obtain and use these
- *To work effectively in a team, the user/individual on the job must know and understand:*
1. The company's policies and procedures for working with colleagues, role and responsibilities in relation to this
 2. The importance of effective communication and establishing good working relationships with colleagues
 3. Different methods of communication and the circumstances in which it is appropriate to use these
 4. The importance of creating an environment of trust and mutual respect
 5. The implications of own work on the work and schedule of others
 6. Different types of information that colleagues might need and the importance of providing this information when it is required
 7. The importance of helping colleagues with problems, in order to meet quality and time standards as a team
- *To maintain a health, safe and secure working environment, the user/individual on the job must know and understand:*
1. Legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this
 2. What is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
 3. How and when to report hazards
 4. The limits of responsibility for dealing with hazards
 5. The company's emergency procedures for different emergency situations and the importance of following these
 6. The importance of maintaining high standards of health, safety and security
 7. Implications that any non-compliance with health, safety and security may have on individuals and the organisation
 8. Different types of breaches in health, safety and security and how and when to report these



9. Evacuation procedures for workers and visitors
10. How to summon medical assistance and the emergency services, where necessary
11. How to use the health, safety and accident reporting procedures and the importance of these

Other Skills

Writing Skills

- *To be competent, the user/individual on the job needs to:*
 - Record and document the basic details of repairs and maintenance performed on various components/ components
 - Record all diagnostics done by senior technicians as per the prescribed format recommended by the OEM/ auto-component manufacturer
 - Write in at least one language
 - Complete written work with attention to detail

Reading Skills

- *To be competent, the user/individual on the job needs to:*
 1. Read the basic specification of a vehicle or any other component or part
 2. Read work orders, specifications etc. related to the job including instructions mentioned on the job card
 3. Read the service circulars/ sign boards placed in the workshop with respect to the overall process to be followed for service, repair and maintenance of the vehicle
 4. Read any specific safety related guideline

Listening & Speaking Skills

- *To be competent, the user/individual on the job needs to:*
 1. Clearly communicate workplace information and ideas with colleagues (verbal and non- verbal)
 2. Use terms, names, grades, and other nomenclature pertaining to the Automotive trade, tools, specific workshop equipment etc.
 3. Communicate with colleagues and customers to handle verbal enquiries, such as clarifying indicated faults and problems indicated on a job card which would lead to the proper diagnosis of the issue to do an effective root cause analysis
 4. Communicate to the supervisor and service advisor, the results of the test performed and appropriate values to find the root cause of the problem



5. Interact with the customer through Service Advisor/ Supervisor in case any additional work needs to be done on the vehicle which may not have been indicated in the job card and found during the work being carried out as per the job card
6. Understand and promote the brand image with respect to reliability and economy

References

<http://www.ukstandards.org.uk>

www.nsdindia.org/nos