



Field Technician - Washing Machine

Washing machine Field Technician: Also, called ‘Washing machine Repair Technician’, this job is about providing after sales service to customers. The individual at work installs the washing machine, interacts with customers to diagnose the problem and assesses possible causes of fault reported. Once the problem and causes have been identified, the individual rectifies minor problems or replaces faulty modules for failed parts or recommends factory repairs for bigger faults.



Applicable National Occupational Standards (NOS)

1. Engage with customer for service
2. Install the washing machine
3. Repair dysfunctional washing machine
4. Interact with colleagues

- ⇒ Suggest possible solutions to customer
- ⇒ Achieve productivity and quality as per company's norms

1. Engage with customer for service

This OS unit is about interacting with customer to understand their requirement with respect to problem in the appliance

This unit/ task covers the following:

- ⇒ Interact with the customer prior to visit
- ⇒ Interact with customer at their premises

2. Install the washing machine

This OS unit is about installing the newly purchased washing machine at customer's location and make it ready to use:

This unit/ task covers the following:

- ⇒ Remove packaging and check accessories
- ⇒ Place the washing machine at appropriate location



- ↗ Check washing machine's functioning
- ↗ Complete documentation
- ↗ Interact with superior
- ↗ Achieve productivity and quality as per company's standards

3. Repair dysfunctional washing machine

This OS unit is about understanding the customer's complaints, identifying the fault and fixing the washing machine

This unit/ task covers the following:

- ↗ Understand the symptoms and identify the fault
- ↗ Repair the washing machine
- ↗ Confirm functionality of the repaired unit
- ↗ Achieve target as per company's policy

4. Interact with colleagues

This OS unit is about communicating with colleagues and seniors in order to achieve smooth work flow

This unit/ task covers the following:

- ↗ Interact with supervisor or superior
- ↗ Coordinate with colleagues

Performance Criteria

- ❖ Interacting with customer prior to visit
- ❖ Interacting with customer at their premises
- ❖ Suggesting possible solutions to customer
- ❖ Achieving productivity and quality
- ❖ Removing packaging
- ❖ Placing the washing machine
- ❖ Checking functionality
- ❖ Completing documentation
- ❖ Interacting with superior
- ❖ Achieving productivity and quality
- ❖ Understanding symptoms and identifying fault
- ❖ Repairing the washing machine
- ❖ Confirm functionality
- ❖ Achieving productivity and quality target of the repaired unit

Knowledge and Understanding

- A. Organizational Context
- B. Technical Knowledge

SKILLS

- ↗ Core Skills/Generic Skills
- ↗ Reading and writing

Professional Skills

- Interpersonal skills
- Communication skills
- Decision making
- Behavioural skills
- System operation skills

The following acronyms/codes have been used in the nomenclature above:

Sub Sector	Range of Occupation numbers
Passive Components	01 - 10
Semiconductors	11 - 20
PCB Manufacturing	21 - 30
Consumer Electronics	31 - 40
IT Hardware	41 - 50
PCB Assembly	51 - 55
Solar Electronics	56 - 60
Strategic Electronics	61 - 65
Automotive Electronics	66 - 70
Industrial Electronics	71 - 75
Medical Electronics	76 - 80

Tools and Equipments

1. Different type of Washing machine
2. Multi-meter & Oscilloscope
3. Electrical Drill
4. Clamp meter, tube cutter, tube bender, vacuum pump, weigh scale, gas cylinder, temperature meter, pressure gauges