



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Automotive Workshop Service Advisor



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FIRST EDITION



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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.



Acknowledgments

The QCC would like to thank the members of the working group listed below:

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27	Ian Beattie	Emirates Motor Company
28	Khaldon Sousou	Eastern Motors Company
29	Trevor Hunter	Prestige Cars Service
30	Anas Jinna	Prestige Cars Service
31	Hari Janardhanan	Al Futtaim Auto Center
32	Masqood Ahmed	Al Futtaim Auto Center
33	Saleh Al Zaabi	Patriot Performance
34	Mohamed Al Mosaabi	Electra Auto
35	Syed Naveed	Bin Hamooda Auto
36	Rodyney Ghosn	Al Tayer Group



Occupational Terms

No.	Field	Details												
1.	Occupation (Standard Unit)	Automotive Workshop Service Advisor												
2.	Description	This standard specifies the outcome required to manage customer relationships at the workshop, understand customer complaints and post the service and repair requirements												
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>Prepare time and cost estimates and confirm with customers</i></td> </tr> <tr> <td>E2</td> <td><i>Manage customer relationship and quality service</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>Prepare time and cost estimates and confirm with customers</i>	E2	<i>Manage customer relationship and quality service</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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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 (mechanical, electrical, automobile) Engineering												
8.	Grading	Application unit: <i>Competent/Not Yet Competent</i>												



No.	Field	Details	
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 & Emiratisation
		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	5169 Personal Services Workers (Not Elsewhere Classified)	

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. Prepare time and cost estimates and confirm with customers
PC 1.1	Greet and interact with the customer
PC 1.2	Hand over all personal belongings to the customer before receiving the car
PC 1.3	Organize pick up and drop of vehicles from customer premises
PC 1.4	Update customer records and vehicle history
PC 1.5	Listen to the customer as s/he walks into the workshop with a particular issue/complaint
PC 1.6	Understand the customer issue/complaint and the reason for the fault (not applicable in case in case of routine maintenance/ service)
PC 1.7	Prepare the job cards and technician notes based on the information obtained from interaction with the customer
PC 1.8	Check and record the condition of the vehicle as received and establish agreement with the customer in this regards
PC 1.9	Check vehicle maintenance and servicing records for the repairs and services covered under warranty and service contracts applicable
PC 1.10	Prepare a list of all the service, repair and replacement requirements of the vehicle
PC 1.11	Finalise the list of all the service, repair and replacement requirements of the vehicle in consultation with the technicians and convey to customers
PC 1.12	Verify availability of technical manpower in order to estimate time required to service the vehicle
PC 1.13	Verify availability and lead time for spare parts, tools and other consumables required
PC 1.14	Estimate time and cost of labour required for carrying out repairs, maintenance and service activities in consultation with the technicians
PC 1.15	Explain the repairs and services required for the customer
PC 1.16	Explain time and cost estimates for repairs and services required to the customer
PC 1.17	Estimate cost of spare parts, components and consumables (like oils, filters, paint, etc.) required
PC 1.18	Inform the customer about any deviation from agreed time or cost estimate
PC 1.19	Use and explain the typical cost sheets recommended by the OEM/ Dealership
PC 1.20	Confirm completion of agreed tasks at the time of handing over the vehicle, with the customer and check if any other services are required
PC 1.21	Close the job cards after receipt of final billing details
PC 1.22	Record customer feedback regarding the service provided ensure that the customer is satisfied with the service experience
PC 1.23	Have a good understanding of the brand of the OEM



Element	2. Manage customer relationship and quality service
PC 2.1	Analyze and comprehend all customer requirements and needs
PC 2.2	Document complete customer requisites and assess them
PC 2.3	Deliver and assist in delivering as per the noted requirements
PC 2.4	Understand complete customer queries and complaints
PC 2.5	Document all customer queries in the prescribed format of the company
PC 2.6	Ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues
PC 2.7	Maximize customer satisfaction through pleasant and excellent customer experience within the organizations framework
PC 2.8	Document feedbacks and reviews from the customers & implement within the framework of the organization
PC 2.9	Maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market

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 responsible 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
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	Follow the company's/Emirate's emergency procedures for accidents, fires or any other natural calamity
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 prepare time and cost estimates and confirm with customers, the user/individual on the job must know and understand:*
 1. Standard operating procedures of the company/ dealership for inspection, maintenance, servicing and repair of vehicles
 2. Standard operating procedures for servicing, repair and replacement of various auto parts/ components mandated by the OEM
 3. Warranty and service contract terms and conditions
 4. Documentation requirements for each procedure carried out as part of roles and responsibilities regarding the service, maintenance and repair across various job roles in a workshop as specified by the respective OEM
 5. Organizational and professional code of ethics and standards of practice
 6. Safety and health policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
 7. How to draft an estimate of time and material cost
 8. Documentation required for taking customer agreement on job cards and cost estimates
 9. Estimate costs and obtain information on parts (names, numbers, and price) and flat labor rate times



10. How to prepare and close the job card/ other documents/ formats after receiving the complete details of the service details and cost structure
 11. Typical services and repairs covered under warranty and service contracts
 12. Terms and conditions (including cost implications) of the warranty and service contracts offered by the dealership
 13. Any special bulletins and recalls issued by the OEM
 14. Document all technical and auto body related service, repair and maintenance activities required with the technicians
 15. All value-added services and products (including annual service and maintenance contracts) offered by the dealership
 16. How to use computer-based applications and information systems available in the dealership
 17. How to assess the impact of special bulletins and recalls on services offered and on custom
- *To manage customer relationship and quality service, the user/individual on the job must know and understand:*
1. Standard operating procedures within one's own company
 2. Standard operating procedures for query and complaint reporting along with their redressal mechanism in the company
 3. Framework and guidelines as prescribed by the company for query and complaint redressal
 4. Customer Relationship Management (CRM) related framework provided by the company
 5. Terms & conditions agreed between the respective auto component and the various OEMs/ OEM channel partners for supply, procurement of the various auto components
 6. Documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines
 7. Organizational and professional code of ethics and standards of practice
 8. Safety and health policies and regulations for the workplace
 9. The technical specifications of various OEM vehicles and the different variant/ model of auto components used along with those of the competitor auto component manufacturer
 10. How to collaborate with the organizational manufacturing engineering, product management teams along with the service team of the respective OEM vehicle and local channel partner service team
 11. Documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle
 12. Requirements of the customers and suggest delivery accordingly
 13. Software or format used to capture for Customer Relationship Management (CRM) within the organisation



14. Software or format such as MS word, excel, PowerPoint and Management Information System (MIS)
 15. How to capture customer voice/ feedback on the auto components for various OEM vehicles on price, performance, availability of spares, warranty & other service-related aspects etc
 16. Detailed technical and performance specifications of the auto component for various OEM vehicles
- *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. Implications that any non-compliance with health, safety and security may have on individuals and the organisation
 9. Different types of breaches in health, safety and security and how and when to report these
 10. Evacuation procedures for workers and visitors
 11. How to summon medical assistance and the emergency services, where necessary
 12. 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

References

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

www.nsdcindia.org/nos