
Overview

This standard is about solving immediate customer service problems effectively and about changing systems to avoid repeated customer service problems within vehicle parts operations.

For this standard parts may be new, refurbished or recycled.

DRAFT

Performance criteria

- You must be able to:
- P1 respond positively to customers' problems in line with organisational guidelines
 - P2 solve customer problems when it is within your own area of authority
 - P3 work with others to solve customers' problems
 - P4 keep customers informed of the action being taken
 - P5 check with customers that they are satisfied with the action taken
 - P6 solve problems within service systems and procedures which might affect customers before they become aware of them
 - P7 inform the relevant person and colleagues of the steps taken to solve specific problems
 - P8 work individually or with colleagues to identify repeated customer service problems
 - P9 identify the options for dealing with repeated problems and consider the advantages and disadvantages of each option
 - P10 work with others to determine an agreed way forward for solving repeated problems
 - P11 select the best option for customers and your organisation
 - P12 negotiate changes to customer service systems and procedures with the relevant person in order to reduce the change of problems being repeated
 - P13 action your agreed solution
 - P14 keep customers informed in a positive and clear manner of steps being taken to solve any service problems
 - P15 monitor the solutions you have implemented and make any suitable changes to ensure that no further problems occur
 - P16 implement changes to customer service systems and procedures brought in by your organisation

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 how to communicate in a clear, polite, confident way and why this is important
- K2 how to negotiate with and reassure customers whilst their problems are being solved
- K3 your customer's rights and how these rights determine what you are able to do for your customer in respect of:
 - K3.1 health and safety
 - K3.2 data protection
 - K3.3 equal opportunities
 - K3.4 disability discrimination
- K4 legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
- K5 industry, organisational and professional codes of practice that affect the way the products or services you deal with can be delivered to your customers
- K6 any contractual agreements that your customers have with your organisation
- K7 the products or services of your organisation relevant to your customer service role
- K8 the guidelines laid down by your organisation that determine what you can do within your job
- K9 the limits of your own authority and when you need to seek agreement with or permission from others
- K10 any organisational requirements relevant to your job, role and monitoring and solving customer service problems
- K11 how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with the internal customer
- K12 **the importance of customer confidence and loyalty to the organisation and how you contribute towards them**

Additional information

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Glossary**Customer**

These are defined as internal and external customers

Options for resolution

These are using formal organisational procedures, involving agreed and or authorised exceptions to usual practice.

Relevant person(s)

Examples include manager, supervisor, team leader or senior manager.

DRAFT

| | |
|---------------------------------|--|
| Developed by | IMI |
| Version number | 3 |
| Date approved | March 2023 |
| Indicative review date | March 2026 |
| Validity | Current |
| Status | Original |
| Originating organisation | IMI Ltd |
| Original URN | VP14 |
| Relevant occupations | Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor |
| Suite | Vehicle Parts Operations |
| Key words | Vehicle; parts; monitor; solve; customer; service; problems; |