

Question No	NOS Code for QP	NOS Name	Single/Multi Tag (S/M)	Element No	Element Name	PC number
1	TEL/N2203	Perform handset repair- hardware	S	ELE-1	Obtain Handsets from customer/relevant teams	PC1
2	TEL/N2203	Perform handset repair- hardware	S	ELE-1	Obtain Handsets from customer/relevant teams	PC2
3	TEL/N2203	Perform handset repair- hardware	S	ELE-1	Obtain Handsets from customer/relevant teams	PC3
4	TEL/N2203	Perform handset repair- hardware	S	ELE-2	Arrange for tools and spares	PC1
5	TEL/N2203	Perform handset repair- hardware	M	ELE-2	Arrange for tools and spares	PC2
				ELE-2	Arrange for tools and spares	PC3
6	TEL/N2203	Perform handset repair- hardware	M	ELE-2	Arrange for tools and spares	PC4
				ELE-2	Arrange for tools and spares	PC5
7	TEL/N2203	Perform handset repair- hardware	M	ELE-4	Safety requirements	PC1
						PC2
8	TEL/N2203	Perform handset repair- hardware	M	ELE-4	Safety requirements	PC3
						PC4
9	TEL/N2203	Perform handset repair- hardware	M	ELE-5	Reports & Records	PC1
						PC2
10	TEL/N2203	Perform handset repair- hardware	S	ELE-5	Reports & Records	PC3
						PC4
11	TEL/N2204	Perform handset repair- software	S	ELE-1	Obtain Handsets from customer/relevant teams	PC1
12	TEL/N2204	Perform handset repair- software	M	ELE-1	Obtain Handsets from customer/relevant teams	PC2
						PC3

					teams	PCS
13	TEL/N2204	Perform handset repair- software	M	ELE-1	Obtain Handsets from customer/relevant teams	PC4
14	TEL/N2204	Perform handset repair- software	M	ELE-2	Determine change requirement	PC1
						PC2
15	TEL/N2204	Perform handset repair- software	M	ELE-2	Determine change requirement	PC3
						PC4
						PC5
16	TEL/N2204	Perform handset repair- software	M	ELE-3	Arrange for related	PC1
						PC2
17	TEL/N2204	Perform handset repair- software	M	ELE-3	Arrange for related	PC3
						PC4
						PC5
18	TEL/N2204	Perform handset repair- software	M	ELE-4	Undertake repair activities	PC1
						PC2
						PC3
						PC4
						PC5
19	TEL/N2204	Perform handset repair- software	M	ELE-5	Test effectiveness & close activity	PC1
						PC2
						PC3
						PC4

						PC5
20	TEL/N2204	Perform handset repair- software	M	ELE-6	Safety requirements (Equipment & Self)	PC1
						PC2
						PC3
21	TEL/N2204	Perform handset repair- software	M	ELE-7	Reports & Records	PC1
						PC2
						PC3
22	TEL/N2204	Perform handset repair- software	M	ELE-6	Safety requirements (Equipment & Self)	PC4
				ELE-7	Reports & Records	PC4
23	TEL/N2205	Perform tablet repair- hardware & software	M	ELE-1	obtain tablets from customer/relevant teams	PC1
						PC2
						PC3
						PC4
24	TEL/N2205	Perform tablet repair- hardware & software	M	ELE-2	Arrange for tools and spares	PC1
						PC2
						PC3
						PC4
						PC5

25	TEL/N2205	Perform tablet repair-hardware & software	M	ELE-3	Undertake tablet repair activities	PC1
				ELE-3	Undertake tablet repair activities	PC2
				ELE-3	Undertake tablet repair activities	PC3
26	TEL/N2205	Perform tablet repair-hardware & software	M	ELE-3	Undertake tablet repair activities	PC4
				ELE-3	Undertake tablet repair activities	PC5
27	TEL/N2205	Perform tablet repair-hardware & software	M	ELE-3	Undertake tablet repair activities	PC6
				ELE-3	Undertake tablet repair activities	PC7
28	TEL/N2205	Perform tablet repair-hardware & software	M	ELE-4	Test effectiveness & close activity	PC1
						PC2
29	TEL/N2205	Perform tablet repair-hardware & software	M	ELE-4	Test effectiveness & close activity	PC3
						PC4
						PC5
30	TEL/N2205	Perform tablet repair-hardware & software	M	ELE-5	Safety requirements (Equipment & Self)	PC1
						PC2
						PC3
						PC4
31	TEL/N2205	Perform tablet repair-hardware & software	M	ELE-6	Reports & Records	PC1
						PC2

						PC2
32	TEL/N2205	Perform tablet repair- hardware & software	M	ELE-6	Reports & Records	PC3
						PC4

Performance Criteria Name	PC wise marks distribution
Ensure Faulty handsets are received from the customer facing team	3
Obtain/note fault details as mentioned by the customer facing team and other handset specification	4
Obtain the committed repair timelines (SLAs)	8
Ensure clean, neat, dust free and organized working environment	3
Determine components required based on fault diagnosis	3
Obtain materials required (such as components, equipments, testing	3
ensure that tools, equipments and testing devices are in proper working	3
ensure compliance with lead free soldering techniques	3
Pass through ESD test before entering the facility	2
ensure that protection equipments like ESD equipments, anti-static bands,	2
ensure compliance with site risk control, OHS, environmental and	2
ensure escalation of safety incidents to relevant authorities as per guidelines	4
ensure that handset inventory in hand for repairs is tracked and accounted for	2
ensure record sheets are completed accurately, as per company guidelines	2
ensure all relevant parties (including supervisors, customer teams) are	2
retain documents for specific period of time, as per company procedure	4
ensure faulty handsets are received from customer facing team	3
Obtain/note fault details as mentioned by the customer facing team and other	4
Obtain the committed repair timelines	2

(SLAs)	5
prioritize repair activates as per guidelines	5
undertake fault diagnosis on software components	2
interpret results and isolate fault	1
estimate repair timelines	1
refer the company (handset manufacturer) specific technical database for optimal rectification options	1
check availability of correct software version/modules	2
ensure clean, dust free and organized working environment	2
ensure availability of connectors/cables	2
obtain and ensure all tools are available and diagnostic equipment operational	2
obtain software required as per organizational procedures	2
ensure that the software versions are current and ready to use	2
Carry out necessary software fault rectification (correction/Upgradation, software replacement)	2
ensure rectification of handset fault within the SLAs	
check handset performance to ascertain fault has been rectified	
ensure timely escalation of emergency/unresolved issues	1
ensure all repairs conform to the quality targets	
confirm effectiveness of the repair process, by testing the handset utilizing appropriate software jigs and standard test processes	2
take appropriate action to rectify any deficiencies post testing	
ensure that fault has been rectified without any consequential damage	
handover repaired handset to QA team	

ensure completion of administrative jobs like site clearance, return of test equipments	1
Pass through ESD test before entering the facility	
ensure that protection equipments like antistatic bands, clothes and gloves are appropriately used as required	4
ensure compliance with site risk control, OHS, environmental and	4
ensure that handset inventory in hand (for repairs) is tracked and accounted	4
ensure record sheets are completed accurately, as per company guidelines	
ensure all concerned (supervisors, QA team, customer teams) are notified of the completion of repair activity	4
ensure escalation of safety incidents to relevant authorities as per guidelines	2
retain documents for specific period of time, as per company procedure	2
Ensure Faulty tablets are received from the customer facing team	
Obtain/note fault details as mentioned by the customer facing team and other tablet specification	2
Obtain the committed repair timelines (SLAs)	
prioritize repair activities as per guidelines	3
Ensure clean, neat, dust free and organized working environment	
determine hardware components & software required based on fault diagnosis	
obtain hardware & software required (such as components, OS, Application, testing devices and other inventory) as per organizational procedures	3
ensure that tools, equipments and testing devices are in proper working condition and calibrated	
ensure compliance with lead free soldering techniques	2

refer the company (Tablet manufacturer) specific technical database to identify root cause of tablet fault and to determine rectification options	1
isolate the cause of fault by conducting appropriate hardware/software diagnostic test	1
determine the options to rectify the fault and confirm with supervisors, if required	1
dismantle tablet as per product/manufacturer guidelines	1
ensure rectification to tablet fault within the SLAs	2
ensure timely escalation of emergency/unresolved issues	4
ensure all repairs conform to the quality targets in terms of bounce and repeat repair percentages, first time fix etc.	5
Assess test equipment is appropriately calibrated	2
confirm effectiveness of the repair process, by utilizing appropriate test	2
ensurue that fault has been rectified without any collateral damage to tablet	2
handover repaired tablet to appropriate authority	2
ensure completion of administrative jobs like site clearance, return of test equipment	2
Pass through ESD test before entering the facility	2
ensure that protection equipment like ESD equipment, antistatic bands, clothes and gloves are appropriately used as required	
ensure compliance with site risk control, OHS, environmental and quality requirements as per company's norms	3
ensure escalation of safety incidents to relevant authorities as per guidelines	
ensure that tablet inventory in hand for repairs is tracked and accounted for	4
ensure record sheets are completed	2

accurately, as per company guidelines	3
ensure all relevant parties (including supervisors, customer teams) are	2
retain documents for specific period of time, as per company procedure	1

Questions

As a customer care representative, you received complaint from customer about fault/problem in handsets he purchased last month. What will be the appropriate action in order to resolve the complaint?

Suppose customer visits service center in order to get faulty handset repaired, customer explains about all issues related to handset. What is your first job as a service center representative?

The term, " It is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider". Which of the following term define it?

Suppose you have started a new company for hardware tools, how would you make positive environment for company and what will be your approach to start the new work?

Suppose supervisor has assigned task to determine number of tools and spares parts required to repair faulty components, how you will take decision?

Your superior has assigned task to obtain or order components, equipment, testing devices and other inventory in order to repair hardware handsets, the most important things to keep in mind while ordering is?

A customer arrives your outlet and tells that his handset battery is overheated and while you are checking his handset handset encounter a fire, what will you do?

Why it is necessary to give safety induction to all newly appointed construction workers at site?

In cellular phones, moving data to a Secure Digital card, deleting unnecessary files are some of the steps to be taken to

Mr.ramesh has visited to your outlet with a faulty handset, he doesn't know what happens to handset neither you do, you have to send it to your level b engineering department for diagnose, what message you will convey to the customer during his handset?

An HRE has visited site of a customer to collect the faulty handset, while returning from customer place he hand it over to his friend ask him to deliver to your outlet, in such scenario will you receive the handset.

Consider the following statements: i) An SLA is a contract drawn up by the IT department which states what the customers may or may not do with his device.
ii) A service level agreement exhibits many similarities to a procedure for drawing up

a request for change.

Prioritization of service requests/incidents can be determined by taking into account:

1. The urgency of the incidents
2. Level of impact it is causing

An HRE visited at customer location, customer shows him the handset and tells that his handset is not working properly despite he has bought it recently, What signs you encounter if there is a problem in software?

An HRE receives a call from a customer and customer tells that the ringer becomes faulty, he asked you that if ringer becomes faulty what he may be not able to do on his handset, what will you guide him regarding the same?

As an HRE at outlet how will you implement and maintain a process for achieving feasible risk reduction?

- a) Provide effective warnings.
- b) Use personal protective equipment.

Identify the following image:-



After repeatedly attempt to find a fault in handset, you are unable to determine the fault in handset, what will you do maintain first time fix quality?

A customer tells you that his handset charge drained frequently when he is on call, how can an HRE can provide solution to him so that his handset battery does work properly?

ESD causes two types of electrical equipment damage (1) Catastrophic: Creates permanent damage (2) Upset failure: Nearly undetectable. Damages components, but there may be a degree of continued equipment performance.

Documentation is an essential part of the Quality Assurance system and, as such, shall be related to all aspects of Good Manufacturing Practices (GMP). Its aim is:

1. It aims to define the specifications for all materials
2. It aims to ensure that all personnel concerned with the manufacture know the information necessary to decide whether or not to release a batch of drug for sale

A written approved procedure which gives instruction for performing operation not necessarily specific to a given product or material but of a more general matter is called?

A customer visit with a handset issue, what procedures you will follow to rectify the customer issues under the SLA's guidelines?

Match the following:

Hazards	Preventive actions
a) Burns	i) Proper disposal of electronic waste.
b) Environmental pollution	ii) Proper Disposal of sharp objects.
c) Pricks by sharp objects.	iii) Use of gloves.
d) Trailing electrical cables	iv) Safe storage of cables.

You are an newly joined HRE, tell which of the following is correct sequence of events for describing an incident lifecycle after the incident occurs?

If a unresolved issue is pending from handset repair engineer side and supervisor is not present at that time, then what should engineer do?

You have received a tablet to which has several problems like-battery issue, touch screen doesn't work, to rectify the problem; you have to first dismantle it. You will dismantle it?

When preparing a calibration schedule or procedure for test equipment the following measures require?

As an Handset repair engineer, the administrative job role of yours after performing repair services at the end of day?

ESD stands for

Benefits of maintaining documents accurately i) Improve the overall utilization of resources. ii) Improve the ability to locate and retrieve records when required. iii) Reduce litigation risks. iv) Control the unrestrained growth of records volume

reduce litigation risks. iv) control the unrestrained growth of records volume.

From the following points of documentation should followed by an Handset engineer?

- i) Document everything that you try, even if it fails. The documentation that you create will become a useful resource for you and other technicians.
- ii) All other relevant staff should be informed about the documented recorded.

Option A	Option B	Option C	Option D
To receive faulty handsets from customer for technical check.	Suggest customer to purchase new handsets.	Refuse customer to help in this situation	None of following
Send handsets for repairing.	Note down all fault in handsets.	Refuse customer to repair faulty handsets.	None of following.
Visual Studio Code(VSC)	Local area network(LAN)	Service level agreement(SLA)	Wide area network(WAN)
To ensure clean, dust free organized working environment.	Put pressure on staff.	Arrange all activity in an organized manner	None of following.
Diagnose faulty handsets.	Assume on basis of product.	Decide by type of product.	According to customer need.
organizational procedures for ordering product.	Number of product to be ordered.	Price of product.	None of these
Inform the supervisor and fix it.	Use class D fire extinguisher	Use form fire extinguisher	All of these.
It is mandated by law	To make the workers aware of the health and safety matters associated with construction work	To inform the workers about new techniques of construction	To introduce the workers with their seniors, supervisor and other concerned
To free the storage space	Avoid the battery losing power	To get the forgotten password	To hear the speech clearly
Technician should tell the customer to visit tomorrow and make him leave the place.	He should tell the customer to visit outlet on regular basis to know the status of his mobile.	He should tell the customer about the issue occurring and home much time it will	He should tell customer that his handset is not working anymore,
Yes	No		
Only i	only ii	both I and ii	neither I and ii

Only 1	Only 2	Both 1 & 2	Neither 1 nor 2
Slow processing	Frequent freezing or hanging	All of the mentioned points.	Restarting automatically or switching off automatically
Only A and B	(A) Tell customer he will not listen loud speaker's voice during a call.	(B) Tell customer he will not listen music and ringtone.	(C) Tell customer that he will not be able to text someone.
a & b	a, b & c	b & c	a & c
Blade Cutter	Point Cutter	PCB Holder	Brush
Read technical manuals along with colleague entries for solution to same problem.	Read work sheets of all employees..	Read OHS instructions.	Follow the SHE instructions.
Tell customer to unplug the handset when it gets half charged.	Tell customer that when charger is inserted, sometimes battery is not charging properly, do check after plugging charger.	Tell customer to buy new batteries so that whenever he is facing issue he can replace it with new one.	Tell the customer to send the handset to your store and you will replace his old handset with new one.

TRUE	FALSE		
Only 1	Only 2	Both 1 & 2	Neither 1 nor 2
Good Manufacturing Practice	Process Control	Product Manufacturing Vessels	Standard Operating Procedure
Obtain all the details from customer about the issue and perform repair within SLA's.	Confirm effectiveness of the repair process, by utilizing appropriate test to ensure that repair process is done without any damage to device.	Use appropriate hardware components & software required based on fault diagnosis.	All the given points.
a - (i), b- (ii), c - (iii), d - (iv)	a - (iii), b- (i), c - (ii), d - (iv)	a - (ii), b - (i) c- (iii), d - (iv)	a - (iv), b - (iii), c - (i), d- (ii)

Detection, repair, recovery, restoration, diagnosis	Detection, recovery, repair, restoration, Diagnose.	Detection, diagnosis ,recovery, repair, restoration.	Detection,diagnosis,r epair, recovery, restoration.
Follow the procedure from company specific technical database.	Move on to next assignment.	Start diagnosing again without conforming.	All of these
As per your experience	Your Colleagues suggestions	Manufacturer guidelines	Your company guidelines
All of the mentioned points.	measurement reference or standard Certified equipment's should be used.	The equipment has been calibrated across the range of measurement for which	evidence of measurement traceability to a suitable
Tell other engineer to work on your behalf.	Maintain record of service done, Return test equipment's, Ensure Site clearance is done.	Let it be as it, an HRE can do it after monthly target achieved.	Inform your supervisor that you does not want these type of job role.
Estimated shipping date.	Estimated start date.	Electro static discharge.	Electron-Stimulated Desorption.
Only i , ii and iii	Only iii	Only i and iv	All the given points.

Only I and iii	Only ii and iii	Only ii	All of these.
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Correct Answer	Marks	Difficulty Level (E/M/H)
A	3	E
B	4	E
C	8	H
A	3	E
C	6	M
D	6	M
D	4	E
B	6	M
A	4	E
C	6	M
	3	E
D	7	M

C	5	E
C	3	E
A	4	M
B	4	E
C	6	M
A	3	E
B	3	E

A	8	H
C	8	H
D	4	E
D	5	E
B	5	E

D	3	E
A	3	E
C	9	H
A	4	E
B	6	M
C	5	E
D	7	M

D	3	E
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