

Service Technician Management

Consumer Electronics & Appliances

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Builds a system to manage service technicians — skilling and brand training, productivity (jobs/day, TAT), honesty and anti-cheating (no unnecessary part replacement), field vs bench work, and incentives — so service is fast, honest and profitable. Use it to run the technician team. For workflow use the Repair Job Workflow SOP.

Purpose of this tool & output

Manage skilled, honest, productive technicians

How the output is used

Use it to manage skilled, honest, productive technicians — hiring, training, incentives and controls for the service team.

Important cautions

Incentivise technicians on turnaround, first-time-fix and customer satisfaction — NOT on parts replaced or upsell, which drives unnecessary replacements that cheat customers and destroy trust. Verify diagnoses and spot-check.

Companion documents

- Service Centre Setup
- Repair Job Workflow SOP
- Service Pricing & Estimate
- Spare Parts Management
- Turnaround Time & Job Tracking
- Authorised Service Centre (ASC) Setup

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.