



Higher technician certificate
“Techniques and Services in
Agricultural Equipment »

September 2013

APPENDIX I a

ACTIVITY FRAMEWORK

PROFESSIONALS

1. PRESENTATION OF THE SENIOR TECHNICIAN TECHNIQUES AND AGRICULTURAL EQUIPMENT SERVICES

Branch of activity

The Technical and Services BTS in Agricultural Equipment gives access to jobs in the agricultural equipment maintenance and after-sales sector.

The activities of this sector include in particular:

- The relationship with customers with specific needs, • The management of the main stages in the life of equipment (provision, maintenance, adaptation, compliance, deconstruction, etc.),
- The relationship with manufacturers of agricultural equipment,
- Service activities and advice related to the maintenance of equipment agricultural,
- The constant evolution of technological innovations and regulations

The context of professional activities

The business is mainly exercised in: •

- Manufacturers' after-sales network companies, • Independent companies or networks of independents, • Manufacturers' after-sales services, • Independent bodies whose activity is related with the field of agricultural equipment, for example in terms of control or expertise.

In each case, the business mobilizes:

- Technical skills in the various aspects of maintenance and the environment of use of agricultural equipment, • Skills in after-sales management and organization, • Communication skills, in particular to meet the expectations of the

customer base,

- Capacities for teamwork and exchanges with the internal departments of company and with external partners.

The common denominator of all the activities described below is the constant integration of three imperatives: Imperative of **HEALTH/SAFETY/ENVIRONMENT** : it is a question of preserving the health of people, ensuring their safety while preserving the goods and the environment.

QUALITY imperative : it is a question of contributing to the constant improvement of customer satisfaction by integrating a process of progress in all activities.

ECONOMIC imperative : cost imperatives must be constantly taken into account in the activities of the senior technician in relation to company policy.

2. JOB AND DUTIES OF THE TECHNICAL AND SERVICE TECHNICIAN IN AGRICULTURAL EQUIPMENT

They are located

within: construction companies, maintenance and after-sales companies for agricultural machinery and equipment, CUMAs and EDTs (formerly ETARF) with an integrated maintenance service, independent bodies including the he activity is related to the field of agricultural equipment, for example in terms of control or expertise.

as :

Workshop manager or workshop

foreman : • Management of workshop activity, • Management of technical relations with manufacturers, • Management of guarantees and disputes, • Promotion, sale of products and additional services, • Quality management .

Team leader : •

Customer reception, • Intervention planning, • Team and customer training facilitation, • Technical expertise, maintenance management, • Equipment adaptation.

After-sales technician :

• High-tech diagnosis and assistance with intervention, • Technical advice: "product" referent, • Monitoring of developments, • Start-up, demonstration, • Follow-up of files and customer relations.

Technical advisor for a manufacturer : •

Animation of the network platform, • Technical assistance for maintenance companies, • Animation and training of after-sales service for distribution networks, • Technical support for internal departments (testing, certification, marketing, etc.) .

Advisor or expert to independent organizations (emerging professions) •

Technical advice, • Regulatory control, • Technical and legal expertise.

3. ACTIVITIES AND TASKS OF THE SENIOR TECHNICIAN IN AGRICULTURAL EQUIPMENT AND SERVICES

Activities		Main tasks Support the
A1- Welcoming and advising the client or user. Receipt, return or provision of equipment.	1T1	customer or user, perform a pre-diagnosis.
	1T2	Write the repair order, make an appointment and plan the intervention.
	1T3	Receive the material.
	1T4	Carry out pre-diagnostic tests, draw up an estimate.
	1T5	Present, explain the intervention and the elements of invoicing to the client.
	1T6	Deliver the material ordered by the customer
A2-Diagnosis	2T1	Collect, analyze, interpret the information necessary for the diagnosis
	2T2	Carry out tests, static or dynamic tests and make hypotheses on the malfunction
	2T3	Interpret the results, identify the defective component(s), propose the intervention to be carried out
A3- Intervention – Preparation	3T1	Organize the intervention
	3T2	Organize the preparation of materials
	3T3	Advise and assist technicians
	3T4	Validate the result of the intervention or the compliance of the preparation with the sales contract
	3T5	Set up or configure an on-board system
A4-Organization and management of after-sales activities	4T1	Manage workshop activity planning
	4T2	Analyze a workshop management dashboard.
	4T3	Manage workshop equipment
	4T4	Implement a quality approach
A5-Human resources, facilitation, training	5T1	Lead and supervise a team of workshop technicians
	5T2	Contribute to training
A6-Adaptation of equipment	6T1	Analyze the need and write the specifications
	6T2	Research, choose and propose a solution adapted to the customer's needs
	6T3	Ensure the follow-up of the realization and the provision to the customer
A7- Advice on agro-technical	7T1	Propose equipment relating to phytotechnical or zootechnical production
	7T2	Ensure the implementation of equipment
	7T3	Propose solutions to reduce production costs in a sustainable development approach
A8 – Sale of complementary products, equipment or services	8T1	Participate in the development of additional sales support tools
	8T2	Determine the need(s)
	8T3	Look for a service or sales solution
	8T4	Propose by arguing the service or sales solution

Activity A1 – Welcoming and advising the client or user. Receipt, return or provision of equipment.

Task 1T1: support the customer or user, carry out a preliminary diagnosis.

1 – Description of the task

- Greet the customer or user. • Take charge of a request from a client for a pre-diagnosis, an appointment you or information. • Listen and collect information provided by the client or user. • Analyze this information. • Question the client or user in order to complete the symptoms described. • Make dysfunction hypotheses.

2 – Starting situation

- The client or user arrives with a need.

3 – Conditions of achievement

3.1 – Means •

- Communication tools. • The informatic tool. • Technical documentation.

3.2 – Links •

- The customer and/or the user. • Services within the company. • Suppliers. • The constructor.

3.3 – References and resources

- Maintenance recommendations. • The history of upkeep and maintenance operations. • Technical notes. • Company acceptance procedures. • The company's quality approach.

4 – Expected results •

The reception is courteous, it allows customer loyalty. The response time is negotiated.

- All customer requests are identified and taken into account. • The questioning is adapted, it makes it possible to collect all the information necessary for diagnosis or intervention.
- Administrative acceptance procedures are applied and compliant. • Failure hypotheses are complete and correct. • Conducting the business helps prevent conflicts and legal disputes.

5 – Autonomy



Task 1T2: write the repair order, make an appointment and plan the intervention.

1 – Description of the task • Open

and write the appropriate repair order. • Contact the customer or user and schedule the appointment. • Plan and schedule preventive and/or curative maintenance operations. • Plan and schedule warranty or technical recall operations

builder. • Manage

intervention schedules. • Propose a response time.

2 – Starting situation

• The client or user comes with a need. • The workshop load plan. • The good of the client.

3 – Conditions of achievement 3.1 –

Means • Communication tools. • The workshop load plan. • The informatic tool. • Management and planning tools. • The repair order to be completed.

3.2 – Links • The

customer or the user. • Services within the company. • Suppliers. • The constructor.

3.3 – References and resources •

Maintenance recommendations. • The history of upkeep and maintenance operations. • The manufacturer's and/or supplier's technical documentation. • The manufacturer's technical notes. • The company's quality approach.

4 – Expected results

• The repair order is filled out correctly. • Appointments are made correctly. • The proposed response time is adapted, it is accepted by the customer or the user. • The customer's constraints related to the immobilization of its equipment are taken into account (deadlines, provision of replacement equipment, etc.). • The load plan is consistent, it incorporates all time constraints. • The planned organization helps build customer loyalty. • Repairs are integrated without disrupting the initial load plan. • Conducting the business helps prevent conflicts and legal disputes.

5 – Autonomy



Task 1T3: receive the material.

1 – Description of the task • Greet the customer or user. • Carry out the administrative reception of the equipment. • Support customer hardware. • Manage the provision of replacement equipment according to the agreements past. • Define the storage area. • Research technical information.

2 – Starting situation

• The client or user comes with a piece of equipment. • The technician works on the equipment at the dealership or at the customer's. • The repair order is open.

3 – Conditions of realization 3.1 –

Means • The property of the client.
• The material tracking file. • Technical documentation.

3.2 – Links • The customer and/or the user. • Services within the company. • Suppliers. • The constructor.

3.3 – References and resources •

Interview history. • Technical notes. • Company acceptance procedures. • The company's quality approach.

4 – Expected results

• Administrative acceptance procedures are applied and compliant. • The vehicle condition report is validated by the customer. • The proposed response time is adapted, it is accepted by the client. • The repair order is signed by the customer and the receiver. • Equipment is placed in an appropriate area. • Conducting the business helps prevent conflicts and legal disputes.

5 – Autonomy



Task 1T4: carry out pre-diagnostic tests, draw up an estimate.

1 – Description of the task

- Carry out orientation tests (visual, auditory, olfactory, etc.).
- Research technical information.
- Decode, analyze the information provided by the hardware self-diagnosis.
- Question the client or user in order to complete the symptoms described.
- Prepare an estimate.
- Check the availability of components.
- Finalize the repair order and have it accepted by the customer.
- Propose a response time.

2 – Starting situation

- The repair order is opened and signed by the customer.
- Faulty equipment is made available.

3 – Conditions of achievement 3.1 –

- Means**
- The equipment tracking file.
 - The technical documentation of the equipment.
 - The informatic tool.
 - Diagnostic tools.

3.2 – Links

- The customer and/or the user.
- Services within the company.
- The constructor.
- Suppliers.

3.3 – References and resources

- Maintenance recommendations.
- The history of upkeep and maintenance operations.
- Technical notes.
- The company's quality approach.

4 – Expected results

- The choice and implementation of orientation tests are relevant.
- All necessary technical information is collected and taken into account.
- The estimate is consistent with the work to be done, it is accepted by the customer.
- The established repair order complies with the work to be carried out, it is clearly written and comprehensive.
- The proposed response time is adapted, it is accepted by the customer.
- Conducting the business helps prevent conflicts and legal disputes.

5 – Autonomy

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Task 1T5: present and explain the intervention and billing elements to the client.

1 – Description of the task

- Report on the work carried out. • Advise the client or user on the rules for using his equipment and/or on a monitoring plan in order to avoid the repetition of the initial malfunction if necessary.
- Explain to the customer or user the billing elements related to the order of repair.
- In the event of refusal and difficulties, manage any conflicts. • Return the material to the customer.

2 – Initial situation • The

interventions have been carried out. • The presence of the client or user.

3 – Conditions of achievement 3.1 –

Means • The equipment tracking file. • Technical documentation. • The invoice.

3.2 – Links • The

customer or the user. • The store and the workshop. • Commercial service. • The administrative service.

3.3 – References and resources • The

repair order. • Maintenance recommendations. • The company's quality approach.

4 – Expected results

- The reception is courteous, the report is coherent and structured, the language is adapted to the type of clientele.
- Technical advice concerning the rules for using the material or the operation of equipment is appropriate.
- The explanations concerning the elements invoiced are clear, argued, coherent and structured. •

Payment is collected according to company rules. • The conflict is managed in compliance with the legal texts with a concern for loyalty client.

- Conducting the business helps prevent conflicts and legal disputes.

5 – Autonomy



Task 1T6: Deliver the material ordered by the customer

1 – Description of the task

- Have the customer note the compliance of the equipment with the sales contract. • Explain to the customer the different manipulations for handling the equipment by completely safe.
- Provide the customer with the contractual and regulatory documents. • Hand over the material to the customer

- The material conforming to the sales contract is ready to be delivered to the customer.

3 – Conditions of realization

3.1 – Means

- The sales contract • The preparation report is produced.

3.2 – Links

- The customer

- Company services

3.3 – References and resources

- Equipment documentation. • User, maintenance and warranty manuals. • The certificate of conformity for second-hand equipment. • Any regulatory document.

4 – Expected results

- The customer has noted the conformity of the equipment delivered.
- The customer has received advice on use and safety. • The customer has received all the documents, regulatory or not, relating to the equipment. • The customer signs the regulatory documents including the delivery note.

5 – Autonomy



Activity A2 - Diagnosis

Task 2T1: collect, analyze, interpret the information needed for diagnosis.

1 - Description of the task

- Check and interpret the indications given on the repair order.
- Identify the hardware and its embedded systems.
- Search for the technical documentation relating to the equipment to which the intervention relates.
- Exploit the hardware history.
- Check whether the symptom noted on the equipment has already been the subject of a technical note from the

builder.

- Record and interpret using the manufacturer's diagnostic tool (on-board instrument or computer) the technical data and any error codes.
- If necessary, contact and dialogue with the manufacturer's technical services.
- Synthesize the information collected and make assumptions about failures possible.
- Decide on the need and the nature of tests to validate the hypotheses.

2 - Starting situation

- Malfunctioning equipment or customer expectation (addition of option, modification of hardware parameter...).

3 - Conditions of realization 3.1 -

- Means**
- The repair order, the equipment.
 - Technical documentation.
 - Modern communication tools.
 - Diagnostic tools.

3.2 - Connections

- The client.
- The receiver.
- The manufacturer's technical platform.

3.3 - References and resources

- The manufacturer's recommendations.
- The history of upkeep and maintenance operations.
- Technical notes.
- The company's quality approach.

4 - Expected results

• The customer's declarations mentioned on the repair order are verified and interpreted properly.

- The material is completely and precisely identified.
- All the technical data is gathered and corresponds to the need.
- The use of communication and diagnostic tools is mastered.
- Data processing is fair and consistent.
- The decision to perform a trial is timely.

5 - Autonomy



Task 2T2: carry out the tests, the static or dynamic tests and make hypotheses on the malfunction.

1 - Description of the task

- Identify on the equipment the systems, subsystems or elements that may be incriminated. • Propose a methodology and the conditions of a test, a static or dynamic test in related to the malfunction.
- Conduct the test, the trial, integrating the constraints of hygiene, safety, methodologies of the manufacturer with the possible presence of the customer. • Collect and organize the findings and information revealed during the test, the trial. • Produce a summary of the results of the test, of the trial, establishing a coherent relationship between the observed effect and the probable cause.

2 - Starting situation

- Malfunctioning equipment or customer expectation (addition of option, modification of equipment parameter, etc.).

3 - Conditions of realization

3.1 - Means •

The repair order. • Control and measurement benches and equipment.

3.2 - Liaisons •

The receiver. • The customer.

3.3 - References and resources

- The manufacturer's methodologies. • The instructions for the measuring benches. •

The regulatory conditions allowing to carry out tests, dynamic tests and static. •

Technical documentation.

4 - Expected results

- The identification of the systems, subsystems or elements that may be incriminated is consistent with the stated symptoms. • The methodology and the conditions of the tests, of the tests envisaged are related to the malfunction.
- Tests and trials are carried out in safety for people and property. • The results collected are clear, useful and usable in a diagnostic process or validation of proper functioning of a system. • The hypotheses envisaged are correctly argued and prioritized. • The proposed summary clearly highlights the "cause and effect" relationship between the incriminated element and the malfunction.

5 - Autonomy



Task 2T3: interpret the results, identify the defective component(s), propose the intervention to be carried out.

1 - Description of the task

- Compare measurement results to reference values. • Determine the differences between the measurements and the reference values.
- Establish the “cause-effect(s)” relationship between the identified symptom and the erroneous quantity.
- Associate the elements or information that contribute to the faulty function. • Find, if possible, the origin of the problem (which could have led to the failure of the components)).
- Make assumptions about the possible other consequences in the environment of the the failure observed. • Look

for additional control conditions. • Implement these new controls. • Validate the conformity of the functions tested and the components linked to them. • Search, using the technical information tools, for the components to be replaced or intervention to be carried out (calibration, configuration, reprogramming, etc.).

2 - Starting situation

- Malfunctioning equipment or customer expectation (addition of option, modification of parameter of the machine or equipment...).

3 - Conditions of realization

3.1 - Means •

Technical documentation. • Diagnostic tools. • Control and measurement equipment.

3.2 - Connections

- Manufacturer's technical platform
The customer or the user

3.3 - References and resources

- Maintenance recommendations. • The history of upkeep and maintenance operations. • The manufacturer's technical documentation. • The manufacturer's technical notes. • Test reports.

4 - Expected results

The results of checks and measurements are correctly interpreted.
The interpretation of the information and findings collected is fair and consistent.
Defective functions and components are clearly identified.
The intervention to be carried out is relevant.

5 - Autonomy



Activity A3 – Response - Preparation

Task 3T1: Organize the intervention

1 – Description of the task

- Learn about diagnostic results and intervention procedures.
- Define the validation process.
- Define the work area and organize the workstation.
- Define or adapt the intervention procedures and choose the technician accordingly.
- Take into account professional and environmental risks.
- Provide adequate equipment and tools.
- Provide spare parts and consumables.

2 – Starting situation

- The material.

3 – Conditions of realization

3.1 – Means •

- Equipment and tools.
- The repair order.

3.2 – Links

- The constructor.
- Suppliers.
- The shop.

3.3 – References and resources

- Maintenance recommendations.
- Manufacturers' technical documentation.
- Manufacturers' technical notes.
- Documentation of equipment and tools.

4 – Expected results

- The organization of the intervention is consistent with the repair order and complies with the procedures.
- Hygiene, safety and environmental rules are respected.
- The parts request is correct.

5 – Autonomy



Task 3T2: organize the preparation of materials

1 – Description of the task •

Familiarize yourself with the sales contract (type of equipment, options, etc.). • Receive new or used equipment. • Check compliance with the sales contract. • Study the technical documentation made available by the suppliers. • Define the assembly operations and settings that will be required.

2 – Starting situation

- New or used equipment.

3 – Conditions of realization

3.1 – Means

- Communication tools • IT tool • Technical documentation • Sales contract

3.2 – Links

- The customer or user. • Services within the company. • Suppliers. • The constructor.

3.3 – References and resources

- Recommendations for assembly or preparation of new equipment. • Technical notes. • Company acceptance procedures. • The company's quality approach.

4 – Expected results

- Reading the sales contract makes it possible to gather the right information on the configuration desired by the customer.
- The preparation operations determined from the technical documentation are understood.
- No assembly or configuration operation is forgotten.

5 – Autonomy



Task 3T3: advise and assist technicians

1 – Description of the task

- Ensure the smooth running of the intervention or preparation
- Identify the difficulties in the intervention or preparation
- Analyze the progress of the technician's intervention.
- Compare the difference between the required intervention and the estimate (items, cost, deadlines).
- Search for additional information.
- Look for complementary intervention solutions and adapt procedures.
- Inform the customer.
- Expose the solutions.
- Write a help or advice document.
- Validate the procedures implemented.

2 – Starting situation

- The intervention to be carried out.
- Preparation of new or used equipment

3 – Conditions of realization

3.1 – Means •

- The manufacturer's documents.
- Equipment.
- The tools.
- Technical information from the sales contract.

3.2 – Links

- Assistance from manufacturers.
- The technician involved.
- The customer.
- Services within the company.
- Suppliers.

3.3 – References and resources

- Recommendations for maintenance, assembly or preparation of equipment
- Manufacturers' technical documentation.
- Manufacturers' technical notes.
- Documentation of equipment and tools.
- The workshop organization schedule.

4 – Expected results

- The description of the work to be done and the advice to the technician involved are clear and precise.
- Hygiene, safety and environmental rules are respected.
- Intervention solutions are relevant.
- The operations planning is compatible with the workshop planning.
- The report of the intervention or the preparation is carried out.

5 – Autonomy



Task 3T4: Validate the result of the intervention or the conformity of the preparation of the material

1 – Description of the task

- Take into account the intervention validation process.
- Learn about performance monitoring procedures.
- Prepare materials and measuring devices.
- Carry out the tests.
- Analyze the results obtained.
- Carry out corrective adjustments, or plan the necessary modifications.
- Validate the results of the intervention or the conformity of the preparation of the material and report

account.

2 – Starting situation

- Equipment after intervention.
- New or used equipment prepared for delivery to the customer.
- The technician's report.

3 – Conditions of realization

3.1 – Means •

The equipment and accessories available in the company. • The sales contract • The services available in the company. • The informatic tool.

3.2 – Links

- The customer or user.
- Services within the company. • The constructor. • Supplier.

3.3 – References and resources

• Recommendations for maintenance, assembly or preparation of equipment. • Manufacturers' technical documentation. • Manufacturers' technical notes. • The company's quality approach.

4 – Expected results

- The tests made it possible to verify correct operation.
- The tests are carried out under optimal safety conditions.
- Any possible anomaly is reported.
- The material is ready to be handed over to the client and conforms to the contract.

5 – Autonomy



Task 3T5: Parameterize or configure an embedded system

1 – Description of the task

- Dialog with embedded systems.
- Update calculator software.
- Communicate with the manufacturer's assistance platform.
- Configure and debug systems and components.

2 – Starting situation

- Equipment during a maintenance operation.
- The customer's need.

3 – Conditions of realization

3.1 – Means •

Equipment and tools. • The diagnostic tool.

3.2 – Links

- The customer
 - The manufacturer
- #### **3.3 – References and resources**

- Maintenance recommendations.
- Manufacturers' technical documentation.
- Manufacturers' technical notes.
- Documentation of equipment and tools.

4 – Expected results

- The configurations carried out respect the manufacturer's data and procedures.
- The configuration corresponds to the customer's expectations.
- Precautions for the prevention of occupational risks are respected.

5 – Autonomy



Activity A4 – Organization and management of after-sales activities

Task 4T1: manage the planning of workshop activities.

1 – Description of the task

- Assign technicians the work to be carried out according to their skills and workload taking into account the availability of tools.
- Enforce the intervention procedures specific to the manufacturer and service provider. • Plan the monitoring and control of interventions. • Organize activities taking into account the hazards in order to meet deadlines. • Enforce the rules of hygiene, safety, ergonomics and respect for

the environment.

2 – Starting situation

- Workshop activities to plan.

3 – Conditions of realization

3.1 – Means •

- The planning of preventive and curative maintenance tasks. • The personnel concerned, their skills and their availability. • Repair orders. • Tools • Work planning tools.
- Maintenance and warranty constraints.

3.2 – Connections

- Company services. • Workshop teams. • Suppliers and builders.

3.3 – References and resources • The

- history of servicing and maintenance operations. • Documentation and technical means. • Company quality procedures. • Hygiene, safety, ergonomics and environmental rules.

4 – Expected results • The

- work is correctly distributed and planned according to the skills and the availability of technicians. • Workload is optimized.

5 – Autonomy



Task 4T2: analyze a workshop management dashboard.

1 – Description of the task

- Collect the necessary data and populate the dashboards of the workshop.
- Compare the various indicators of the dashboard in relation to the objectives
- Identify the critical indicators and identify the cause of the differences in results.
- Identify the corrective actions to be implemented in order to achieve the objectives
- Apply and enforce the corrective actions decided with the hierarchy.
- Evaluate the effectiveness of corrective actions

2 – Starting situation

- A maintenance workshop in operation.

3 – Conditions of realization

3.1 – Means •

- Company dashboards.
- The informatic tool.
- Management and planning software.

3.2 – Liaisons •

- Technicians.
- The foreman.
- The constructor.
- The company's management.

3.3 – References and resources •

- Workshop management indicators.
- The manufacturer's instructions.
- The company's quality approach.
- History of workshop activity.

4 – Expected results

- The dashboards are filled in regularly and correctly.
- Any anomaly in the results is detected, reported and analyzed.
- Corrective actions are proposed, those that are validated are implemented.
- The effectiveness of these corrective actions is measured and adjustments are proposed

if needed.

5 – Autonomy



Task 4T3: manage workshop equipment.

1 – Description of the task

- Escalate tooling needs to the hierarchy. • Ensure and organize the reception and installation of tools and equipment.
- Become familiar with the operating modes of new equipment. • Proceed to the updating of equipment, ensure the follow-up of their maintenance and the controls provided for by the regulations.
- Inform the teams about new equipment and tools, their methods of use, precautions for use, location and storage.

2 – Starting situation

- The company's various workshops.

3 – Conditions of realization

3.1 – Means •

- Tools. •
- Equipment. • The informatic tool.

3.2 – Liaisons •

- Workshop teams. • The foreman.
- Manufacturers or suppliers of equipment.

3.3 – References and resources •

- Documentation and technical notes from manufacturers and suppliers. • Maintenance contracts. • The regulations relating to the conditions of use of the equipment.

4 – Expected results • The

- tools and equipment are identified, updated, compliant and stored. • The equipment proposals comply with the manufacturers' specifications and the company's policy in terms of equipment. • The use of new equipment is mastered.

5 – Autonomy



Task 4T4: implement a quality approach

1 – Description of the task

- Analyze the performance and operation of the workshop, • Find the causes of failures and assess their impact. • Propose progress actions. • Apply and enforce the progress actions validated by the hierarchy. • Evaluate the effects of corrective actions.

2 – Initial situation •

Permanently.

3 – Conditions of realization

3.1 – Means •

Completed dashboards. • Customer satisfaction data. • Dedicated IT tools.

3.2 – Links •

Manufacturers. • Company services. • The technicians. • Customers.

3.3 – References and resources • Activity

history. • Workshop dashboards. • Customer satisfaction surveys and work resumptions • The quality approach of the company and the builder.

4 – Expected results • The

analysis of the indicators makes it possible to identify the causes of customer dissatisfaction. • Recommendations make it possible to improve the procedures for monitoring materials.

- Progress actions are proposed, those that are validated are put in place. • The effectiveness of these progress actions is measured and adjustments are proposed if needed.

5 – Autonomy



Activity A5 – Human resources, facilitation, training

Task 5T1: leading and supervising a team of workshop technicians.

1 – Description of the task

- Communicate the objectives to be achieved and the means necessary to achieve them.
- Listen and analyze the proposals developed by the technicians.
- Appreciate all technicians by promoting team dynamics.
- Inform the technicians of the results.
- Realize.

2 – Beginning situation

- The activity situations of the workshop.
- An evolution of the organization, procedures and resources

3 – Conditions of realization

3.1 – Means

- Human resources.
- Communication tools.
- Material means.

3.2 – Liaisons

- A team of workshop technicians.
- The other teams.
- The hierarchy.
- The prescriber or the external sponsor at the origin of the evolution.

3.3 – References and resources

- Information provided by manufacturers or suppliers.
- Workshop dashboards.
- The quality approach and company policy.
- Regulatory changes.

4 – Expected results •

- The information is correctly transmitted and understood by the technicians.
- Facilitation or coaching meetings are conducted in an efficient and engage the team.
- The objectives and developments are shared by all.
- The reports are forwarded to the hierarchy.

5 – Autonomy



Task 5T2: contribute to training.

1 – Description of the task •

Participate in identifying the training needs of technicians • Plan, organize and carry out a training sequence on equipment or a equipment, a working method, a technology. • Set up rapid training to meet a specific need • Support newcomers to the company. • Participate in the reception and training of a trainee, an apprentice.

2 – Beginning situation • A

need for training, planned or not, accompaniment, tutoring with a person or a group.

3 – Conditions of realization

3.1 – Means •

Communication tools • A room equipped with audio-visual and office equipment. • Educational kits, manufacturer's or supplier's documentation. • Company's or client's equipment. • Demonstration materials. • Workshop tools and equipment.

3.2 – Liaisons •

The people participating in the training. • The hierarchy and the various services of the company • The teachers or trainers of the trainee or the apprentice. • The tutor or the apprenticeship master. • The manufacturer or supplier.

3.3 – References and resources

• Technicians' skills assessments • Information provided by the manufacturer or suppliers. • Courses and training materials from the manufacturer or suppliers. • The internship agreement or the apprenticeship contract. • The training plan and the training follow-up booklet. • The company's quality approach.

4 – Expected results

- The training objective is clearly defined. • The contents and the training approach are adapted to the local context and to the audience.
- Answers related to questions from trained people are processed. • The knowledge transmitted and the professional skills acquired are assessed.
- A proposal for additional training is sent to the hierarchy if necessary.

5 – Autonomy



Activity A6 – Adaptation of materials

Task 6T1: analyze the need and write the specifications

1 – Description of the task • Collect

the information provided by the client. • Analyze this information.

• Identify functions. • Write the specifications.

2 – Initial situation • A need

expressed by the client.

3 – Conditions of realization

3.1 – Means •

The good to be adapted or on which to adapt. •

Technical documentation. • IT tools.

3.2 – Connections

• The client. •

The different departments of the company. • The

manufacturer of the property to be adapted or on which to adapt. • Suppliers.

3.3 – References and resources • The

technical files of the materials. • Standards and
regulations in force.

4 – Expected results

• Specifications are proposed to the customer.

5 – Autonomy

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Task 6T2: research, choose and propose a solution adapted to the customer's needs

1 – Description of the task • Look

for well-argued solutions from a technical and economic point of view. • Calculate their cost. • Consult suppliers or outside companies. • Propose or choose a solution. • Develop the solution implementation file. • Propose a deadline. • Develop an estimate. • Inform the manufacturer of the planned modification in the form of a file of

validation.

- Protect the proposed solution if necessary.

2 – Starting situation

- The specifications have been validated by the client.

3 – Conditions of realization

3.1 – Means •

The good to be adapted or on which to adapt. •
Technical documentation • IT tools.

3.2 – Connections

- The different departments of the company. • The customer. • The builder of the asset. • Suppliers.

3.3 – References and resources

- The technical file of the good. •
Technical and economic data. • The standards and regulations in force.

4 – Expected results

The solution is proposed to the customer in the form of a technical file, an estimate *and* a deadline.

The operating conditions of the equipment are defined.

5 – Autonomy



Task 6T3: ensure the follow-up of the realization and the provision to the customer

1 – Description of the task

- Prepare the consultation of suppliers or external companies and justify the choice of provider. •
- Schedule the implementation of the solution. • Ensure the follow-up of the realization. • Validate the achievement. •
- Prepare the use and maintenance file. • Prepare the passage of the solution in front of a certifying body if necessary.

2 – Initial situation • The

solution has been accepted by the client.

3 – Conditions of realization

3.1 – Means •

- The good to be adapted or on which to adapt. •
- Technical documentation • IT tools.

3.2 – Connections

- The client. •
- The different departments of the company. • The manufacturer of the property to be adapted or on which to adapt. • Suppliers.

3.3 – References and resources

- The technical file of the good. •
- Technical and economic data. • The standards and regulations in force.

4 – Expected results

- The solution is made available to the customer. • A user and maintenance manual is given to him.

5 – Autonomy



Activity A7 – Agro-technical advice

Task 7T1: Propose equipment relating to phytotechnical or zootechnical production

1 – Description of the task • Collect

the information provided by the client. • Take into account the current economic and agro-environmental situation. • Propose technical itineraries for phytotechnical production. • Propose technical equipment solutions for zootechnical production.

2 – Initial situation • The

client expresses a need.

3 – Conditions of realization

3.1 – Means •

Supplier catalogs and specialized magazines. • Technical documentation relating to equipment. • The informatic tool.

3.2 – Links • The

customer or the user. • Other company departments. • The builders. • Technical institutes.

3.3 – References and resources

- The European market offer. • Standards and regulations relating to materials and the environment, conditions and constraints of plant and animal production.
- Test results from technical institutes.

4 – Expected results

- The proposal is tailored to the needs of the client in a development context durable and energy saving.

5 – Autonomy



Task 7T2: ensure the implementation of equipment

1 – Description of the task • Deliver

the material in safety • Handle the materials in

the rules of the art at work and in safety. • Present the functions of the equipment and its settings. • Train in the use of the equipment to obtain the best performance. • Identify and escalate technical problems with the machine to the manager

factory product.

2 – Starting situation

• The customer does not know the equipment or is not trained in its use and its interview

3 – Conditions of realization

3.1 – Means •

Possession of driving permits. • The equipment(s) made available. • Technical documentation. • Places of evolution.

3.2 – Links • The

owner of the material. • Demonstration organizers, customers, prospects. • Owners of plots or buildings. • Other company departments. • The builders.

3.3 – References and resources

• Equipment use, adjustment and maintenance manuals. • Safety regulations.

4 – Expected results • The

customer or prospect is informed about the functions and performance of the equipment. • The customer is trained in the use, adjustments and maintenance of the equipment.

5 – Autonomy



Task 7T3: propose solutions to reduce production costs in a sustainable development approach

1 – Description of the task

- Take stock of the client's current level of equipment. • Quantify the level of equipment required for the work to be performed. • Evaluate the conditions of use of the materials. • Evaluate the energy consumption and the environmental impact of the work

made.

- Propose solutions to reduce production costs and impact environmental.

2 – Starting situation

- The customer wishes to reduce production costs in a process of sustainable development

3 – Conditions of realization

3.1 – Means •

- Systems for recording practices and data. • The technical instructions for the equipment. • The informatic tool.

3.2 – Liaisons •

- The client(s). • The dealer. • The constructor. • The meteorological service. • The chambers of agriculture.

3.3 – References and resources •

- The results of trials and tests carried out by technical institutes or builders. • the regulations and standards in force • Databases.

4– Expected results

- The advice given makes it possible to propose a technical itinerary to reduce operating costs and environmental impact.

5 – Autonomy



Activity A8 – Sale of complementary products, equipment or services.

Task 8T1: Participate in the development of additional sales support tools

1 – Description of the task

- Collect information. • Write nomenclatures and procedures. • Develop nomenclatures and procedures. • Write flat-rate additional sales assistance sheets.

2 – Starting situation

- The history of the situations experienced during the development phase of the tools. • Updating existing tools.

3 – Conditions of realization

3.1 – Means • IT

- tools
- 3.2 – Connections • Sales department • Customers • Manufacturers and suppliers

3.3 – References and resources

- Manufacturer or supplier databases • Technical documentation • Parts databases • Labor times and scales

4 – Expected results

- Fixed forms are drawn up and updated.

5 – Autonomy



Task 8T2: Determine the need(s)

1 – Description of the task

- Listen and collect information provided by the client.
- Question the client to determine his needs.

2 – Starting situation

- An offer of materials, equipment and services.
- Customer expectations.

3 – Conditions of realization

3.1 – Means •

- Manufacturers' documents.
- Equipment.
- Supplier documents.

3.2 – Connections

- The customer
- The sales department

3.3 – References and resources

- Regulations in force
- Sales support tools including the discovery plan.
- Flat-rate sheets.

4 – Expected results

- Purchasing motivations and obstacles are identified.
- Customer expectations have been translated into needs.

5 – Autonomy

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Task 8T3: Research a service or sales solution

1 – Description of the task

- Look for solutions of services or products or equipment adapted to the needs
- Identify technical or economic elements to highlight the advantages of the solutions • Develop a commercial proposal

2 – Starting situation

- The identified needs of the client

3 – Conditions of realization

3.1 – Means •

- Manufacturers' documents •
- Equipment • Sales support tools
- (informed discovery plan, flat-rate sheets)

3.2 –

- Connections •** The company's services • The customer

3.3 – References and resources •

- Documentation and technical notes from manufacturers and suppliers • Services within the company • Standards and regulations in force
- 4 – Expected results •** The choice of solutions is adapted to the needs identified and makes it possible to prevent legal disputes and disputes.

- The development of the proposal is carried out with a view to building customer loyalty • The technical and economic elements of the proposal are mastered and relevant

5 – Autonomy



Task 8T4: Propose by arguing the service or sales solution

1 – Description of the task

- Propose in a reasoned way the solution from a technical point of view and/or economic •

Respond to questions and convince the client • Reformulate the proposal if necessary • Inform the contract and inform on the legal aspects

2 – Starting situation

- The definition of the solution

3 – Conditions of realization

3.1 – Means •

Manufacturers' documents • Equipment

3.2 – Connections • Company services

- Customer

3.3 – References and resources •

Documentation and technical notes from manufacturers and suppliers • Services within the company •

Standards and regulations in force • Sales support tools **4 – Expected results**

- The proposal is convincing and leads to the signing of the contract.

5 – Autonomy

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