

# Mechanical and Electrical Service Operations

## Automobile Dealership & Workshop Industry

### CRITICAL – DIAGNOSTIC TOOLS & EQUIPMENT

Diagnostic tools (OBD scanners, analyzers) calibrated and updated regularly.

☐ Yes☐ No☐ NA

Fault codes retrieved and interpreted as per OEM diagnostic procedures.

☐ Yes☐ No☐ NA

Diagnostic connectors and cables in good working condition.

☐ Yes☐ No☐ NA

Test drives for diagnosis conducted by trained personnel only.

☐ Yes☐ No☐ NA

ECU programming or updates performed only through authorized tools.

☐ Yes☐ No☐ NA

Battery testers, multimeters, and oscilloscopes functional and available.

☐ Yes☐ No☐ NA

### DOCUMENTATION & VERIFICATION

Job card includes diagnostic findings, test results, and technician name.

☐ Yes☐ No☐ NA

Repair photos and reports uploaded in DMS/CRM system.

Yes

No

NA

Final road test and QC checklist signed by both technician and supervisor.

Yes

No

NA

## ELECTRICAL REPAIRS – PROCESS CONTROL

Battery terminals cleaned, tightened, and coated with petroleum jelly.

Yes

No

NA

Alternator and starter motor performance tested post-repair.

Yes

No

NA

Headlamps, indicators, and brake lights tested after service.

Yes

No

NA

Fuse and relay panels properly labeled and organized.

Yes

No

NA

Wiring harness checked for cuts, insulation damage, and shorting.

Yes

No

NA

AC system pressure and gas level checked post-repair.

Yes

No

NA

All ECU-related work verified through diagnostic report printout.

☐ Yes☐ No☐ NA

## MECHANICAL REPAIRS – PROCESS CONTROL

Correct torque applied on all critical fasteners using calibrated torque wrench.

☐ Yes☐ No☐ NA

Brake systems checked for leaks, wear, and pedal pressure post-service.

☐ Yes☐ No☐ NA

Suspension, steering, and underbody components visually inspected for defects.

☐ Yes☐ No☐ NA

Fluids drained and replaced using proper waste collection trays.

☐ Yes☐ No☐ NA

Clutch, transmission, and differential operations tested after service.

☐ Yes☐ No☐ NA

Cooling system pressure tested after radiator or hose replacement.

☐ Yes☐ No☐ NA

Wheel nuts tightened in crisscross pattern and rechecked after torquing.

☐ Yes☐ No☐ NA

Fuel system lines and filters checked for leaks and contamination.

☐ Yes☐ No☐ NA

All replaced components tagged and returned to customer if requested.

Yes

No

NA

## REPAIR QUALITY – WORKMANSHIP

No oil stains, fingerprints, or loose fasteners observed post-service.

Yes

No

NA

All parts fitted properly and tested for noise, vibration, and leakage.

Yes

No

NA

Quality controller verifies all completed jobs before vehicle release.

Yes

No

NA

Defective or repeat repair jobs reviewed for root cause.

Yes

No

NA

Customer complaints analyzed and discussed during daily review meeting.

Yes

No

NA

## SUPER CRITICAL – VEHICLE SERVICE STANDARDS

Service work carried out strictly as per OEM-approved methods.

Yes

No

NA

All service bays equipped with proper lifting equipment before vehicle repair.

Yes

No

NA

Technicians use PPE (gloves, shoes, safety glasses) during mechanical and electrical work.

Yes

No

NA

Service checklist used for every vehicle and signed by technician.

Yes

No

NA

Engine oil, coolant, brake fluid, and transmission oil levels verified before release.

Yes

No

NA

## WORKSHOP CLEANLINESS & SAFETY

Work area around vehicle clean and tools placed properly after repair.

Yes

No

NA

Compressed air used with proper nozzle and pressure control.

Yes

No

NA

Old fluids, filters, and used parts disposed as per waste SOP.

Yes

No

NA

Electrical panels and cords kept dry and away from water or chemical exposure.

Yes

No

NA

Technicians follow lockout/tagout procedure before electrical work.

Yes

No

NA