IT04.- Document Completion and Development.

Situation

The protagonist of this unit is Aitor. You already know him; he is a student in the course of System and Web Administration and he is doing his training in a Polish company in the Quality Control (QC) Section.

Aitor has been doing different tasks in the company so far, like, assembling motherboards, testing them or reading manuals.

His job involves assembling and testing computers, keeping records of warranty services, filling in failure/repair and result reports.

All through this unit, we will be looking at some of the formats that are used to keep record of the rendered service and of stock and product movements in the company.

1.- Manuals.
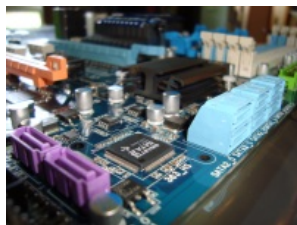
After a couple of weeks working in the QC section, Aitor has finally learned how to test the products. The person in charge of the department showed him the ropes the first day, and after a little practice he feels capable of doing the job by himself without much problem.
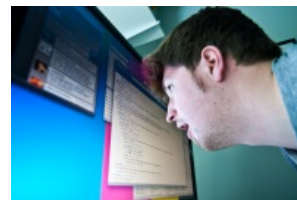
Whenever he has a question he asks his workmates. For example, what is the difference between QA and QC? Aitor's workmates are very nice and try to explain things as well as they can, but when they are not around Aitor looks for information on the Internet.

Quality Control *(link: http://whatis.techtarget.com/definition/quality-control-QC)*

As a quality control inspector, he has to make sure that the finished products meet all the standards, he must keep record of all the tests carried out and write product reports based on the tests.

QC inspector *(link: http://www.thecqi.org/Knowledge-Hub/Careers/Job-roles/Quality-Control-Inspector/)*

He also deals with manuals, to make sure that all the details and references are correct in order to help the users face any problems they may encounter.

Manuals/handbooks (I)
(link: http://www.businessdictionary.com/definition/handbook.html)

Manuals/handbooks (II)
(link: http://www.businessdictionary.com/definition/manual.html)

In this section we will look at handbooks/manuals/user's guides and deal with the vocabulary in them.

Let's look at some definitions of those words that surely enough you will come across with when reading a user's guide.

Further knowledge

Look up the following words or expressions: *warranty (service) claim, test* and *estimate* . Having an alternative definition may help you to understand better.
Here is the link:

Business dictionary *(link: http://www.businessdictionary.com/)*

Business dictionary (II) *(link: http://en.wikipedia.org/wiki/Main_Page)*

Models can vary a lot from one company to another but the essential information remains. Another fact that has to be taken into account is that more and more information will be kept in computers nowadays which will help to save on paper. But just to give you an idea, have a look at these forms, for example:

Service form *(link: http://www.southphillypcrepair.com/uploads/2/3/5/7/2357624/sppcrepair_work_order_form.pdf)*

Computer repair report *(link: http://cdn.vertex42.com/ExcelTemplates/Images/sales-invoice-with-remittance_large.gif)*

Self assessment

Read the paragraphs below and fill in the missing words.

Warranty claim : [   ] claim for [   ] or [   ] of or [   ] for non-performance or under-performance of an item as provided for in its warranty document.

Test : [   ] used (under actual or simulated environmental or operating conditions) to [   ] and [   ] capabilities, characteristics, effectiveness, reliability, and/or suitability of a [   ] .

Estimate : [   ] of a quantity based on experience and/or information available at the time, with the [   ] that other pertinent facts are unclear or unknown. An estimate is almost the same as an [   ] [   ] , and the [   ] (and least accurate) type of modeling.

1.1.- Vocabulary in Manuals or Tutorials.

This section offers you an insight of how to assemble motherboards.
Watch the following video for a general idea and then do the follow up exercise.

Learn how to assemble motherboard

(link: https://www.youtube.com/watch?v=WHoNJ-S3s4Y)

Resumen textual alternativo *(link: IT04_CONT_R20_01_assemble_motherboard.html)*

First listen to the explanations and then do the practice:

Self assessment

Now do some exercises based on what you have learned in this section. Read the sentences below and fill in the missing words. You can use the video to help you complete the missing information.

1. To begin the installation, we will first [_____] the [_____] [_____] on the motherboard.

2. [_____] the mounting holes on the motherboard with the screw holes. You may need to move the motherboard to make the screw holes [_____] .

3. [_____] the motherboard to the [_____] with the help of the [_____] that come with the motherboard.

4. To [_____] the processor, [_____] it on the processor [_____] and [_____] it with its [_____] .

5. [_____] the cooler unit on the processor. The cooler unit is [_____] with this cable to the bar [_____] . In some processors instead of a processor [_____] there's a processor [_____] , into which we [_____] the processor to [_____] it.

6. The [_____] [_____] of the BSU has a larger [_____] as compared to the [_____] of the other [_____] of the BSU.

7. We will next connect the [_____] to the motherboard. The [_____] are connected to [_____] [_____] connectors on the motherboard.

8. Once all the [_____] [_____] are made to the motherboard it would be [_____] .

A piece of advice

Don't forget to check the meaning of new words in the dictionary. You can go to any of these; the first will help you with business English and the second with general English.

Word reference *(link: http://www.wordreference.com/)*

1.2.- Creating a Manual.
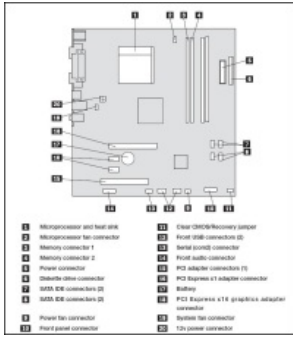
User manuals are written guides that provide instructions on how to do or use something. Good user manuals educate users about the product's features while teaching them how to use those features effectively and are laid out to be easily read and referred to.

Often enough they have a bad reputation because they have the ability to confuse the user, according to a recent USA Today poll. As a result, companies are rethinking the way they approach user manuals.

You should know

Here are things to consider when creating effective content for and designing the layout of a user manual in order to improve their usability.

How to create a user's manual *(link: http://www.wikihow.com/Create-a-User-Manual)*

Guide to an effective user's manual *(link: http://www.userfocus.co.uk/articles/usermanuals.html)*

Self assessment

Read the sentences carefully and fill in the gaps.

1. The goal of "Task scheduling" is to address the _____ of tasks.

2. The team members will work _____ and in a _____ _____ .

3. Once the individual task is _____ , everybody _____ on to the large group.

4. The _____ as a whole discusses the appropriateness of the tasks.

A piece of advice

When you are doing the exercises above, don't be disappointed if your results are not the best. Be positive and think that you're setting off on a long journey and there'll be delays and frustrations along the way.

Think about it

How can you remember new vocabulary?

Situation

Aitor works in the Quality Control section where he is in charge of testing the parts that go on the motherboard before assembling them. Every now and then he comes across faulty pieces or parts. It is his duty to report this to the corresponding department or section.

In order to keep track of the claim, he has to fill in a quality deficiency report. This will help organize everybody's work.

Solved exercise

Help Aitor to write an email to a possible organization.

This is the situation:

You have been assembling motherboards and have come across some BSU cables that are too short for assembling.

You now have to gather the necessary information to complete the report. The information on this type of documents has to be brief, precise and accurate.

Quality Deficiency Report *(link: http://www.gsa.gov/portal/forms/download/116286)*

A piece of advice

When filling in reports, read everything carefully and make sure you include the correct piece of information in the corresponding section. Often, there are instructions explaining how to fill in these type of forms on the reverse side of the document.

Self assessment

You have written and submitted the report to the corresponding department. You have been notified that their will be a delay in the distribution of the next batch. You are short so decide to call another company that could supply the cables:

confirm, sales(2), through, issue, FOB, short, shall, delivery, running.

A: Hello. Can I help you?

B: Hello. Yes, can I speak to the _____ department manager, please?

A: Yes, who _____ I say is calling, please?

B: It is Aitor Eizaguirre, from GygaTech.

A: I'll put you _____ . (pause). You can speak now, Mr. Eizaguirre.

C: Hello?

B: Good morning. Is this the _____ department manager?

C: I'm afraid it is not. He is on a sick leave but you can speak to me. My name is Josh Smith.

B: All right, Mr. Smith. Nice to meet you. My name is Aitor and I belong to the Quality Control section of my enterprise. We've had a

last minute ☐ and are ☐ ☐ of BSU cables, I was wondering if you could provide us.

C: Yes, sure.

B: Well, that would be great. We would need to know all the details, price and ☐ conditions.

A: Of course, we would be talking about € 1, 50 per unit ☐ .

C: Ok. Listen, can you ☐ the information by email so that I can show my supervisor?

B: Certainly, I'll send you an email today.
C: Thank you, we'll give you an answer as soon as possible.
B: Thanks, bye.
C: Good bye.

Further knowledge

What does FOB stand for? Look at the link below to check the meaning.

FOB *(link: http://en.wikipedia.org/wiki/FOB_%28shipping%29)*

3.- Placing an Order.

Situation

Aitor receives the information and tells his supervisor about it.
The company management finally decides to accept the offer and Aitor is asked to place an order for 100,000 BSU cables.

Solved exercise

This is the offer Aitor has to reply to:

> Dear Mr. Eizaguirre,
>
>
> After our telephone conversation we would like to confirm that we could send you 100, 000 BSU cables at €1,50 per unit FOB in one week.
> If you are interested, please send us an email together with a purchase order as soon as possible.
> Best regards,
> Fred Jones

Help Aitor write a brief email ordering the BSU cables.

You should know

What does a purchase order look like? What information is included there? Have a look at the following link; click on *sample* PO *copy* and then go back and read the explanations.

Sample PO copy *(link: http://blog.procurify.com/2013/09/23/all-you-ever-needed-to-know-about-purchase-orders/)*

Self assessment

What is the difference between to *ship* and to *deliver* ?
The main difference is that when you *ship* , the goods travel only by ship.

○ True ○ False

The difference is that when you *deliver* you write the name and location of the individual who requested the ordered goods.

○ True ○ False

3.1.- Some more Useful Vocabulary.

The kind of vocabulary used in business English is quite specific. Your understanding and performance when having a business conversation will improve a lot only by mastering the most common ones.

Have a look at the exercises suggested on the following webpage. First, read the dialogue related to placing orders and do the comprehension exercises. Then, you can read some more dialogues as well.

Business dialogues *(link: http://esl.about.com/od/businessreading/a/d_porder.htm)*

Self assessment

Fill in the gap with one word or expression from the dialogue you read above.

Shipping goods [ ] [ ] [ ] means 'straight to your door.' Implying that they take the goods out of their building and bring it straight to the door of your house. As opposed to sending it to a post office where you then have to collect it.

A piece of advice

There are many ways to improve your level of English, but only you can find the right way for you. In the first place, motivate yourself: if you are not motivated to learn English you will become frustrated and give up. Secondly, be realistic and set yourself achievable goals; you know how much time you can dedicate to learning English, but remember that a short time each day will produce better, longer-term results than a full day on the weekend and then nothing for two weeks.

Think about it

What else do you think you can do to improve both your written and oral skills?

4.- Dealing with Complaints.

Situation

In the meantime the Polish company receives a complaint from their customer, the big department store because they have not received the promised 100,000 computers yet.

They will have to deal with it the best way they can so as not to lose a customer.

We complain when we are not satisfied with a product we have bought or a service we have paid for. As customers we expect to get some kind of compensation or response.

In the same way, when we are working for a company and the company receives a complaint, dealing with it the right way can be an important asset. After all an unsatisfied customer may mean that a particular company won't be doing business with our company in the future.

Solved exercise

Read the article on how to handle customer complaints carefully.

Six Steps to Dealing with Customer Complaints *(link: https://www.eonetwork.org/octane-magazine/special-features/sixstepstodealingwithcustomercomplaints)*

Now answer the questions:

1. What can turn dissatisfied customers into active promoters?
2. What is the action that can calm the situation?
3. What can add customer´s frustration?

Further knowledge

If you want to know more about the topic, here is another article on dealing with customer complaints.

Customer complaints *(link: http://lassekohau.articlealley.com/three-tips-for-dealing-with-customer-complaints-1-615515.html)*

Self assessment

Read the paragraph below and fill in the missing verbs. Look at the article called "Handling Customer Complaints" above if you are not sure.

_____ to the Customer

- Complaints don't always _____ themselves. Someone who is requesting the same information for the 5th time isn't asking for information anymore ... it's a complaint!

_____ Complaints
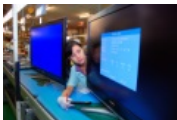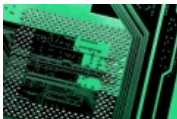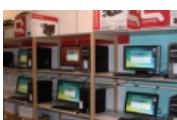
- Everyone in the organization should [_____] and [_____] complaints. All this input should funnel to one place where your objective is to [_____] a valid database of complaints.

[_____] Complaints

- [_____] complaint categories that make sense for your organization so that you can get to a root cause analysis.

Anexo.- Licencia de Recursos.

Licencias de recursos utilizados en la Unidad de Trabajo.

Recurso (1)	Datos del recurso (1)	Recurso (2)	Datos del
	Autoría: Latinstock Licencia: Uso educativo para plataformas públicas de FPaD Procedencia: \04\A51E4X_ok.jpg		Autoría: Mike Babcock Licencia: CC by Procedencia: https://www.flickr.com/photo
	Autoría: William Brawley Licencia: CC by Procedencia: https://www.flickr.com/photos/williambrawley/4369100697/		Autoría: ILO in Asia and the P Licencia: CC by-nc-nd Procedencia: https://www.flickr.com/photo
	Autoría: ssalava Licencia: CC by-sa Procedencia: https://www.flickr.com/photos/ssalava/2907049995/		Autoría: Creativity103 Licencia: CC by Procedencia: https://www.flickr.com/photo
	Autoría: marco monetti Licencia: CC by-nd Procedencia: https://www.flickr.com/photos/marcomonetti/8854130429		Autoría: Adam Grabek Licencia: CC by Procedencia: https://www.flickr.com/photo
	Autoría: Taylor Miles Licencia: CC by-nc-sa Procedencia: https://www.flickr.com/photos/taylormiles/4153922900/		