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## QADP 16P - SERVICING PROCESS

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### **PURPOSE:**

To ensure training courses supplied to dealers are controlled in accordance with specified requirements.

### **SCOPE:**

Training courses held for dealers throughout Canada to support the sale, safe use, maintenance and repair of the product of Pharos Marine Electronics.

### **DEFINITIONS:**

None

### **RESPONSIBILITIES:**

The General Manager is responsible for training courses to support sale of the product.

The Manager, Technical Service is responsible for all training courses to support the installation, operation and repair of the product.

### **REFERENCES:**

Customer Training Log  
Training Course Outlines  
Training Form



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### PROCEDURE:

#### 16.1 Process Links

Process Inputs	Process Activities	Process Outputs
<i>Customer Related Processes</i>	Course Planning Course Reporting Course Verification	<i>Analysis of Data Process</i> <i>Management Review Process</i> Trained Customers

#### 16.2 Course Planning

- 16.2.1 Each training course is controlled by a Course Outline. This outline states the aims, objectives, course materials, aids, and handouts as required.
- 16.2.2 The General Manager reviews and approves for use all sales oriented training courses. The Manager, Technical Service reviews and approves for use all operation oriented training courses. Review and approval are demonstrated by signing the master copy of the Course Outline.
- 16.2.3 Changes to course material are made whenever identified as required. Changes require a revised Course Outline. The General Manager or the, Manager, Technical Service as appropriate, approves and reviews the revisions. Approvals are noted on the revised master Course Outline.
- 16.2.4 Certificates are issued by Pharos to course attendees when required by the Course Outline. They are distributed at the end of the course in person or by mail.

#### 16.3 Course Reporting

- 16.3.1 A Course Report is completed addressing the events of each course. Constructive remarks and ideas for improvement are included.



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### 16.4 Course Verification

- 16.4.1 Course verification is performed at the conclusion of each training course. This is achieved through conversation with the dealer. Verification results are written on the Training Form.
- 16.4.2 The completed Training Form and the verification results are reviewed by the General Manager. The Training Form is signed to indicate review and closure.