

← DUTY →			← TASK →									
PERFORM CUSTOMER SERVICE ACTIVITIES	PREPARE CUSTOMER'S ACCIDENT VEHICLE PROFILE		ADMINISTER CUSTOMERS' PROFILE		HANDLE CUSTOMER PROFILE		CARRY OUT REPAIRED VEHICLE DELIVERY		CARRY OUT POST SERVICE FOLLOW UP			
	01	01.01	L3	01.02	L3	01.03	L3	01.04	L3	01.05	L3	
PERFORM ACCIDENT VEHICLE INSPECTION	CARRY OUT ACCIDENT VEHICLE INSPECTION		CARRY OUT BODY PARTS INSPECTION		CARRY OUT PARTS INSPECTION		CARRY OUT ENGINE INSPECTION		CARRY OUT STEERING & SUSPENSION INSPECTION		CARRY OUT ELECTRICAL INSPECTION	
	02	02.01	L3	02.02	L3	02.03	L3	02.04	L3	02.05	L3	02.06
PERFORM INSURANCE CLAIM ACTIVITIES	CARRY OUT VEHICLE PARTS COST ESTIMATION		CARRY OUT PAINTING WORKS MATERIAL COST ESTIMATION		CARRY OUT LABOUR COST ESTIMATION		CARRY OUT VEHICLE ACCIDENT INSURANCE CLAIM		PROVIDE INSURANCE ADJUSTER INSPECTION ASSISTANCE		CARRY OUT VEHICLE ACCIDENT SUPPLEMENTARY INSURANCE CLAIM	
	03	03.01	L3	03.02	L3	03.03	L3	03.04	L3	03.05	L3	3.06
PERFORM REPAIR/PAINTING WORK COORDINATION	CO-ORDINATE SPARE PARTS ISSUING		COORDINATE INTERNAL REPAIR/PAINTING WORKS		COORDINATE EXTERNAL REPAIR/PAINTING WORK							
	04	04.01	L3	04.02	L3	04.03	L3					
PERFORM FINAL INSPECTION	CARRY OUT BODY APPEARANCE INSPECTION		CARRY OUT FUNCTIONAL PARTS INSPECTION		CARRY OUT ROAD TEST							
	05	05.01	L3	05.02	L3	05.03	L3					
PERFORM ADMINISTRATIVE FUNCTION	PARTICIPATE IN OPERATIONAL MEETING		PREPARE REPAIRED ACCIDENT VEHICLE REPORT		PREPARE PURCHASING PROCUREMENT DOCUMENT							
	06	06.01	L3	06.02	L3	06.03	L3					