

Overview

This standard covers the implementation of company procedures in land-based engineering. It includes the role and responsibilities of employees and the systems and procedures found within the workplace, e.g. company structure, communication methods, storage and retrieval of information, reporting and recording information.

It also includes the procedures within land-based engineering companies relating to planning, completing and the administration of work activities within a job role, e.g. service and maintenance operations, pre-delivery inspections, machinery appraisal inspections, warranty systems and operations, parts operations, technical reporting, timesheets, job cards and mileage records.

This standard is for those who work in land-based engineering.

Performance criteria

You must be able to:

1. apply relevant company procedures and policies when carrying out activities in the land-based engineering workplace
2. report information using the required methods, which could include verbal, written, or electronic methods
3. implement the relevant company procedures controlling the tasks being undertaken
4. complete the administration relevant to the task in accordance with company requirements
5. follow warranty procedures in line with manufacturers' and suppliers' requirements
6. access, file and store technical documentation and electronic data in accordance with legal and company requirements
7. install software updates as required
8. write reports and record technical information in accordance with company requirements

Knowledge and understanding

You need to know and understand:

1. the company procedures and policies relevant to your role and why they are necessary
2. your personal role and level of responsibility within the company
3. the company structure and who you report to
4. how to plan and complete a given task in accordance with company procedures
5. the methods of communication within the department and company
6. why manufacturers' procedures and policies are necessary
7. how to access and use electronic and hard-copy catalogues and the company procedure for obtaining parts
8. the procedures, terms and conditions for work done under warranty and the requirements for implementation and recording
9. the methods used to file and access technical information, diagnostic software, documentation and procedures required to carry out a task
10. how to complete work-related documentation and the legal requirements for maintaining customer confidentiality
11. how to compile reports and record information for use by others, which could include the company, colleagues, manufacturers and the customer

Glossary

- administration e.g. timesheets, job cards, parts requisitions, mileage records, service records, pre-delivery inspection sheets, machinery condition sheets, repair proposal and quotations, handover and installation documentation
- company procedures and policies e.g. employee's handbook, company policies and guidance documentation
- reports e.g. technical reports, machine appraisal reports, out of season service reports, incident reports, test results and other information
- tasks e.g. pre-delivery inspections, machinery appraisal, scheduled and out of season services and maintenance
- why company policy and procedures are necessary such as quality standards, traceability, efficiency and accountability

LANLEO2



Implement company procedures in land-based engineering

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