



The Manufacturers Association

JOB QUALIFICATION STANDARD (JQS)

Occupation: Electrical Technician

Work Process: Troubleshooting

Practical Hours: 3000 hrs.

DOL Standard: Problem Solving: Apply a working knowledge of analyzing information and evaluating results to choose the best solution and solve problems.

Performance Objective: Demonstrate the ability to use logical thought processes to analyze and draw conclusions.

Performance Indicator	Qualification Date/Initial
Demonstrate the ability to identify inconsistent or missing information.	
Demonstrate the ability to critically review, analyze, synthesize, compare and interpret information.	
Demonstrate the ability to draw conclusions from relevant and or missing information.	
Demonstrate the ability to test possible hypotheses to ensure the problem is correctly diagnosed and the best solution is found.	
Demonstrate the ability to distinguish between deviations and problems in processes or equipment.	

Performance Objective: Demonstrate the ability to apply critical thinking skills to solve problems by generating, evaluating, and implementing solutions.

Performance Indicator	Qualification Date/Initial
Demonstrate the ability to identify early warning signs in processes or equipment.	
Demonstrate the ability to apply the “5 Whys” technique through root cause analysis.	
Demonstrate the ability to document troubleshooting information.	

Performance Objective: Demonstrate the ability to use creative thinking tools by applying critical thinking and problem-solving methodologies to your own workplace situations.

Performance Indicator	Qualification Date/Initial
Demonstrate the ability to apply critical thinking techniques to identify and articulate problems.	
Demonstrate the ability to apply critical thinking techniques to develop and implement solutions.	



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Demonstrate the ability to apply critical thinking techniques to identify obstacles and solve problems.	
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Performance Objective: Demonstrate the ability to apply effective interpersonal skills to interact with production personnel, vendors and colleagues.

Performance Indicator	Qualification Date/Initial
Demonstrate the ability to apply effective observation and interview strategies to validate the problem and determine the most effective troubleshooting strategy.	

Apprentice Signature:	Completed: MM/DD/YY
Mentor Signature:	Completed: MM/DD/YY
Supervisor Signature:	Completed: MM/DD/YY
Comments:	