Home Page ACMT 2016 Overview - ATLAS Safety First - ATLAS

Apple Inc. [US] https://atlaslms.apple.com/learning/user/#!course/SVC16-003

ATLAS
Apple Technical Learning Administration System

Emily Nahmanson

Safety First ⊗

★★★★

Progress: ▌▌▌▌▌▌▌▌▌

Safety First

Safety First	
Introduction	✓
Overview	✓
What is a Safety Issue?	›
Importance of Reporting Safety Issues	›
Recognizing Safety Issues	›
Introduce the Customer to a Supervisor	›
Quiz - Recognizing Safety Issues	›
Summary	›
Course Evaluation	›

Safety First

Introduction

Course Description

The Safety First course helps all technicians to recognize potential product safety issues, and teaches customer-facing technicians the right vocabulary, phrases and positioning statements to use when transferring customers to a supervisor.

This course is part of the Apple Service Fundamentals curriculum and is used to prepare for the Apple Service Fundamentals Exam (SVC-16A).

Wednesday, mwqViT4F

Home Page   ACMT 2016 Overview - ATLAS   Safety First - ATLAS

Apple Inc. [US]   https://atlaslms.apple.com/learning/user/#!course/SVC16-003

ATLAS   Apple Technical Learning Administration System

Emily Nahmanson

Safety First

★★★★

Progress:

Safety First

Introduction ✓

Overview ✓

What is a Safety Issue?

Importance of Reporting Safety Issues

Recognizing Safety Issues

Introduce the Customer to a Supervisor

Quiz - Recognizing Safety Issues

Summary

Course Evaluation

Safety First

Overview

Lesson Objectives

After completing this course, you should be able to:

- Identify those customer statements that will generate a Safety First case.
- Pass potential safety issues to a supervisor who can document and escalate the issue.

Audience	Prerequisites	Time Required	You will need...
Service Technicians	None	15 Minutes	No additional equipment or resources.

Wednesday, mwgViT4E

Home Page | ACMT 2016 Overview - ATLAS | Safety First - ATLAS

Apple Inc. [US] | https://atlaslms.apple.com/learning/user/#!course/SVC16-003

ATLAS Apple Technical Learning Administration System

Emily Nahmanson

Safety First

★★★★

Progress:

Safety First

Introduction	●
Overview	●
What is a Safety Issue?	◉
Importance of Reporting Safety Issues	◉
Recognizing Safety Issues	◉
Introduce the Customer to a Supervisor	◉
Quiz - Recognizing Safety Issues	◉
Summary	◉
Course Evaluation	◉

Safety First

What is a Safety Issue?

From a service perspective, a product safety issue is anything customers report that includes a safety keyword like "fire" or "injury."

Though Apple products are designed to minimize the risk of personal injury or property damage, its range of products include the use of electricity, glass and batteries, and there may be potential for cutting, overheating, electrical shock, or fire. Apple places a premium on customer safety and takes reports of potential issues very seriously. Fortunately, true safety issues are rare.

⚠️ If a customer claims that an Apple product caused personal injury and/or property damage, you should **always** flag this as a safety issue. Even if customers are mistaken or misrepresent issues as safety issues, please err on the side of caution.

Wednesday, mwgViT4F

Home Page ✕ | ACMT 2016 Overview - ATLAS ✕ | Safety First - ATLAS ✕

🔒 Apple Inc. [US] | https://atlaslms.apple.com/learning/user/#!course/SVC16-003

ATLAS Apple Technical Learning Administration System

Emily Nahmanson

Safety First ✕

★★★★

Progress: ▮▮▮▯▯▯▯▯▯▯

Safety First

Safety First	
Introduction	✓
Overview	✓
What is a Safety Issue?	✓
Importance of Reporting Safety Issues	⊙
Recognizing Safety Issues	⊙
Introduce the Customer to a Supervisor	⊙
Quiz - Recognizing Safety Issues	⊙
Summary	⊙
Course Evaluation	⊙

Safety First

Importance of Reporting Safety Issues

It is important to recognize and deal with a customer's safety issue quickly and efficiently, but it is just as important to describe the device's condition and the sequence of events and actions that led to the safety event. Without good records, an issue may not be identified correctly as a safety issue and will go uncorrected.

Detailed documentation allows Apple to do the following:

- Establish a pattern of events that may lead to product design changes in the future
- Rewrite documentation and support solutions to address potential issues

Additionally, a clear record establishes Apple's accountability and prevents customers from making damage claims based on denial. If an unsafe device is returned to the warehouse rather than processed as a safety issue, some customers may claim Apple tried to destroy evidence or ignored a safety issue.

Please protect your business interests and those of Apple by ensuring that all safety issues are documented and escalated as directed in this course.

Wednesday, mwgViT4F

ATLAS

Apple Technical Learning Administration System

Emily Nahmanson

Safety First

★★★★

Progress: ‖‖‖‖‖‖‖‖‖

Safety First

Introduction ●

Overview ●

What is a Safety Issue? ●

Importance of Reporting Safety Issues ●

Recognizing Safety Issues ●

Introduce the Customer to a Supervisor ●

Quiz - Recognizing Safety Issues ●

Summary ●

Course Evaluation ●

Safety First

Recognizing Safety Issues

A safety engagement includes any claim of personal injury or property damage.

Even before performing a visual and mechanical inspection there are certain safety keywords you should listen for when a customer brings in a device or product and describes the issue. These keywords include the following:

- Acid
- Allergy, Allergic*
- Bleed
- Bump, Bumps, Bumpy*
- Burn
- Cut
- Fire, Flame
- Hive, Hives*
- Irritation, Irritated*

- Itch, Itching, Itchy*
- Leak
- Liquid
- Melt
- Rash*
- Reaction*
- Red, Redness*
- Sharp

- Shock
- Soft (As in "The plastic case feels soft, like it's melting inside.")
- Sore, Sores, Soreness*
- Smoke
- Spark
- Splotches, Splotchy*
- Swell, Swelling, Swollen*

Words marked with an asterisk (*) are associated with skin irritation.

⚠ If you hear any of these words or if your own inspection tells you the device or product may be unsafe, you should err on the side of caution and treat this issue as a safety issue.

If you think there may be a product safety issue, you should stop investigating and introduce the customer to your supervisor.

Your supervisor has the training and tools needed to perform a Safety First procedure.

Apple Inc. [US] https://atlaslms.apple.com/learning/user/#!course/SVC16-003

ATLAS Apple Technical Learning Administration System

Emily Nahmanson

Safety First

★★★★

Progress:

Safety First

Introduction	●
Overview	●
What is a Safety Issue?	●
Importance of Reporting Safety Issues	●
Recognizing Safety Issues	●
Introduce the Customer to a Supervisor	●
Quiz - Recognizing Safety Issues	●
Summary	●
Course Evaluation	●

Safety First

Introduce the Customer to a Supervisor

Introduce the customer to a supervisor in a friendly, collaborative way. For example:

Example 1

Customer: My new Apple Watch makes me itchy and I have red splotches on my wrist.

Technician: I'm sorry to hear you are having an issue and of course, I'm here to help. To make sure your issue is investigated thoroughly, I would like to have you work with my supervisor who will ask some specific troubleshooting questions. Is that OK with you?

Example 2

Customer: My iPhone 6 sparked and crackled when I tried to charge it.

Technician: That doesn't sound right! I'm sorry you're having to deal with this. I want to make sure we get a complete history of this issue so we can help you as quickly as possible. Do you have five minutes to partner with my supervisor who will ask some specific troubleshooting questions?

ATLAS Apple Technical Learning Administration System

Emily Nahmanson

Safety First

★★★★

Progress: |||||||||||

Safety First

Introduction ✓

Overview ✓

What is a Safety Issue? ✓

Importance of Reporting Safety Issues ✓

Recognizing Safety Issues ✓

Introduce the Customer to a Supervisor ✓

Quiz - Recognizing Safety Issues ›

Summary ›

Course Evaluation ›

Safety First

Summary

Having completed this course, you should be able to:

- Identify those customer statements that will generate a Safety First case.
- Pass potential safety issues to a supervisor who can document and escalate the issue.

This concludes the Safety First course.

For other courses in the Apple Service Fundamentals curriculum, see Apple Support article, HT205332: AppleCare Service Certifications, or search for Apple Service Fundamentals in ATLAS.