

Service Note

Field Service Specialist Qualifications



Honeywell's Global Requirement for all Technical Support Roles assures quality support services.

Overview

Honeywell's Site Support Specialists and Field Service Engineers are highly trained and certified technicians who help users maintain peak operating performance and maximize the ongoing value of their control systems, measurement and control devices, field measurement instruments and installed solutions.



Honeywell Service Specialists are the first line of support for users and provide an interface to other Honeywell support functions such as Technical Assistance Centers (TAC).

With rapid changes in technology, retiring staff and difficulty in attracting and retaining skilled technical resources, the cost to provide technical support is increasing. Honeywell's Site Support Specialists and Field Service Engineers provide a cost-effective way to circumvent these problems, enabling reduction in labor costs, overtime hours and productivity losses.

The Site Support Specialist and Field Service Engineer can be one or more full-time resources assigned to one site, or a single resource shared among many sites depending on the location, availability and need.

The Site Support Specialists and Field Service Engineers utilize Honeywell internal processes and support infrastructure to provide continuity, advanced troubleshooting and analysis.

Service Levels

Labor Services allow plants to purchase a block of hours, without specific scope, that may vary from week to week, based on the needs of the plant. In the case of multiple plants, each plant provides the desired number of hours and works with the local Honeywell team to schedule the resources.

Honeywell performs requested support services with contracted hours, which may be scheduled with specific dates or days of the week or month, or on an as available schedule. Emergency support may be included for those sites for which this level of support is deemed necessary.

Honeywell uses a Customer Care Report, produced through its internal systems, that includes service activity and delivery details over a selected time period. The report includes applicable details in the areas of:

- Hardware Refresh
- Assessment – System Performance Baseline
- SESP Value Benefits – Training Match
- Requested Services – Incident Support
- Requested Services Fulfillment
- Requested Services – Problem Management
- Software Shipped
- Parts Usage
- Parts Covered

The exact report contents depend on the services contract specific to the site.

Global Requirement for Technical Support Roles

Honeywell supports both contemporary and legacy control systems, and technicians must be available and competent to respond to service requirements for these systems.

In order to respond to worldwide service support requirements, Honeywell has established Global Requirement for all Technical Support Roles, which includes a certification program.

The Certification Program supports five product lines, which include:

- Experion PKS®
- Total Plant Solutions®
- Safety Manager
- QCS Hardware (system types limited to Da Vinci™, Experion® MX and MxProline)
- QCS Controls & Applications (limited to the same system types as QCS Hardware)

The Certification Program assesses five skill levels for each of the five certification product lines. These skill levels are determined based on training, testing, hours of experience and verified demonstration of skills.

Level	Name
L-1	Beginner – Fundamentals
L-2	Qualified – Basic Knowledge
L-3	Basic Certification
L-4	Advanced Certification – eSSS or SSS
L-5	Expert – Service Consultant

It should be noted that Honeywell's skills database also includes additional skills for other Honeywell and Third Party products.

Honeywell requires each technician's skills be assessed, documented and updated. Using Honeywell internal systems, Service Leaders can access tools to view skill levels of their teams and help them to plan for the future. The tools incorporate the service technician's Certification Status, which adds depth to understanding the technician's capabilities.

Managing Change

As new service specialists are added to staff or as changes in assignments occur, the service specialist completes a skills assessment and develops a training plan, with the assistance of the Service Leader.



Service technicians develop skills that help customers in real operational situations.

Depending on skill levels and customer requirements, service technicians may be involved in a variety of areas of training and experience, including:

- **Automation College Training** – which offers a variety of classes (virtual, classroom). The curriculum includes Legacy Systems Training for Honeywell technicians only, in order to place additional focus on retaining and strengthening knowledge in this important area.
- **Participation on Projects** – helps service specialists gain or reinforce practical or specific skills.
- **Assignment to experienced technical specialists** – provides a mentoring environment with supervised work instruction for new technicians.
- **Team with TAC** – to gain real world experience of the challenges encountered by customers.

Quality Assurance

Ensuring the quality of service delivered by service specialists is a key focus of Honeywell's overall approach to service delivery.

The Honeywell process incentivizes service technicians to increase knowledge and skills to reach the next performance goal, thereby enhancing their importance to the service delivery organization.

Specifically, Honeywell employs the following:

- **Global Service Management Process: Incident Management and Escalation Process** – which audits Lifecycle Management Services training, utilizes quality organization audits, and manages corrective actions.
- **Universal Certification Program** – Within the Quality organization, training records verifications is included in the audit workbook.

- **Honeywell Performance and Development Process** – is an annual and semi-annual review of performance against goals and objectives and includes plans for further development and ongoing updates against results.
- **Global Field Operations Leader** – is responsible for Global Process Consistency.

For More Information

Learn more about how Honeywell's Services and how they can benefit your site, visit our website www.honeywellprocess.com or contact your Honeywell account manager.

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