

SOP: Watch Engineers Recruitment across Service Network

Objective: To ensure that every service centre in our network (either Company or Authorized) is operational, running & provides seamless service as per norms to all its stake holders.

Background: While on one side the Watch Engineer's community is dying or becoming leaner and leaner with literally no Horological Institute in the country, on the other side, Titan being a market leader, continue to expand its Retail & sales footprint. After Sales Service being a differentiator for the store, Service team is constantly battling in finding a suitable watch engineer to meet the expanding needs of Retail & Sales channels.

While service team is somehow managing the above issues currently, going forward with the aggressive retail expansion planned, it is important to have a SOP so that this challenge is addressed in a structured approach and systematically.

Joint Responsibility: (Retail & Service)

- Considering timeline involved to identify & develop the technical talent, it's very important and crucial that Retail team updates their store expansion plans, town wise, month wise well in advance (preferably 3 to 4months in advance) to CSF & Regional Service team.
- Retail team to convey the final sales projection for the upcoming retail store to RTSM, in turn RTSM will connect with the service returns projections basis past data (Watches sales Vs. Service Returns to understand the viability to have service centre in the store or nor). RTSM will take inputs from CSF if need be.
- **Store planned without service centre:** Basis the past data, in case Retail Team & RTSM decides to run the store without a service centre, Major repairs can be moved to a nearest Company Service Centre through D2D-Service Portal. Minor repairs like strap replacement & bracelet adjustments can be done at retail store. Service Team will propose a training for store team on the same by following training SOP.
- **Store with service centre:** Based on the fact sheet, (*Ref FACT SHEET annex 1*) Team has to mutually agree on the same to go ahead for store with service centre set up as per all agreed upon terms.

Eligibility Criteria of watch engineers.

- **Basic qualification & knowledge:**
 - 10+2 (Higher Secondary passed), ITI passed with any of trade like watch repairers, electronics, electrical and instrument repairs etc.
 - Technical Knowledge of watch repairing.
 - Operating computer, smart phone, tab etc.
- **Language:**
 - Read & write English
 - Local language.
- **Age**
 - Fresher 18-22 years
 - Experienced: Upto 30 years of age with good eyesight & dexterity.

Abbreviation:

- Retail (RE/ABM)
- Tech Team (RTSM/Tech Officers)
- HR (Regional HR)
- Franchisee (owner of the WOT)
- RTC – Regional Training Centre

Process for FOFO (Franchisee Owned, Franchisee operated) Stores:

Activities & Ownership

- Finding a suitable candidate: Franchisee
- Interview: Franchisee/ HR/ Retail/ Tech Team
- Recruitment/Selection process: Franchisee/ HR / Retail / Tech Team
- Training: Tech Team / RTC In charge @ Regional Training Centre.

Process

- Franchises can approach or use below option while searching suitable candidates before opening store
 - Service manpower from the existing store from watch business.
 - Take local markets reference.
 - Watch outlets closed in past within the city & watch engineer is searching JOB.
 - Interested candidate from his reliable source – as a fresher (like office assistant, electronic goods repairer like TV/Mobile etc.)
- Franchises to submit proposal to HR/Retail/Tech team with resume, minimum 60 days before opening the store. (in case of experienced watch engineers, timeline may change to 30-45 Days) (Trained, Slow learners & normal learners input to be added)
- HR/Retail/Tech team/ franchisee to conduct an interview and shortlist the suitable candidate accordingly.
- HR/Retail/Tech Team/ franchisee to propose a suitable salary, work schedule, other discipline as per shop & establishment act which has to be mutually agreed by franchise and company both.
- Based on the interview formalities, if company & franchises mutually agreed to take the candidate on board, franchise to issue an appointment letter accordingly to the selected watch engineer by mentioning *salary, timings, roles, responsibilities and other facilities if any.*
- Once appointment letter is received & agreed by watch engineer, Tech Team to share the relevant details to RTCIs to create the LMS ID (tech team to follow the LMS ID creation process)
- After LMS ID creation by RTCI, tech team to give training request for respective watch engineers through online registration from (tech team to follow training process) to give the requisition for new joinee, in place of LMS code need to mention in requisition Region code E for east , N for North , S for south & W for west, followed by Month and year example , in Oct/22 the requisition for new joinee would be E1022 for East, N1022 for North, S1022 for south & W1022 for North
- Training periods
 - 50 working days for fresh candidate
 - 12 working days for experienced watch engineers.
- Cost of training :
 - *1st watch engineers (Fresher): cost will be borne by company and franchises 50:50.*
 - *1st watch engineer (with experience): 100% cost will borne by the company.*
 - *2nd watch engineer onward 100% cost will be borne by franchisee.*

- If store & service centre are ready to operate for customers, watch engineers can join the store and start performing, in case store is not ready, till the time store not ready, watch engineer will work in nearest CSC/FSC, as agreed by regional team/ franchise.

In case franchise is not ready to send the watch engineers for training for any reasons, watch engineers can be certified by RTCl's (online/offline) allowed the watch repairs for 3 months (LMS code would be (SC Code + UTWE) after 90 days this code would be blocked in POS

Process for COCO (Company Owned, Company operated) Stores:

Activities & Ownership

- Finding a suitable candidate: Regional HR /Retail / RTSM
- Interview: Regional HR /Retail/RTSM
- Recruitment/Selection process: Regional HR /Retail/RTSM
- Training: RTC &Tech Team

Process

- Retail team to give final projection agreed by RTSM as per the fact sheet of past two/three years.(for new stores only)
- Below option can be used by Retail/RTSM to search a suitable candidates :
 - RTSM to check extra manpower in existing CSCs, if possible to move.
 - Scout candidates in ITI & skills development institutes & polytechnics with in the city or surroundings.
 - Find possibilities to source watch engineer from recently closed watch outlets & contacting watch engineers searching for job.
 - Retail/RTSM to check with regional HR to finding a suitable technical candidates.
- HR/Retail/Tech Team to submit proposal for new watch engineers a minimum 60 days before opening the store. (in case of experienced watch engineers, timeline may change to 40 Days)
- HR/Retail/Tech Team to conduct an interview and shortlist the suitable candidate accordingly.
- HR/Retail/Tech Team to propose a suitable salary, work schedule, other discipline as per shop & establishment act which need to agree by watch engineers.
- Based on the interview formalities, if company is agreed to take the candidate on board, company to issue an appointment letter accordingly to the selected watch engineer by mentioning *salary, timings, roles, responsibilities and other facilities if any.*
- Once appointment letter is received & agreed by watch engineer, Tech Team to share the relevant details to RTCl's to create the LMS ID (tech team to follow the LMS ID creation process)
- After LMS ID creation by RTCl, tech team to give training request for respective watch engineers through online registration from (tech team to follow training process) to give the requisition for new joinee, in place of LMS code need to mention in requisition Region code E for east , N for North , S for south & W for west, followed by Month and year example , in Oct/22 the requisition for new joinee would be E1022 for East, N1022 for North, S1022 for south & W1022 for North

- Training periods
 - 50 working days for fresh candidate
 - 12 working days for experienced watch engineers.

- If store & service centre are ready to operate for customers, watch engineers can join the store and start performing, in case store is not ready, till the time store not ready, watch engineer will work in nearest CSC.

Proposed salary table to be followed

Proposed Salary table for ROI calculation		
Town	Fresh/Un/Semi-Skilled	Skilled
Classification	L0/L1 Level	L2-L3
A & A+	20000	25000
B	18000	20000
C & D	16000	18000
10% minimum increase in salary every financial year completion		