

Demonstrate Selecting and Using Caterpillar Service Literature

Skill Number CO-OP15GN109

Full Name: Hareesh Kathumathan

No ID: _____

Validation Date: 20 - 02 - 2026

School: SMKN 1 Singaperbangsa

PERFORMANCE TASK:

Given an Engine / Machine and service literatures. The Student must be able to perform task selecting and using Caterpillar service literature.

The student must be able to complete the following tasks:

- Select the correct service manual related to the job
- Find out some information about specification related to the job
- Find out some information about system operation related to the job
- Find out some information about disassembly & assembly related to the job
- Find out some information about testing & adjusting related to the job
- Select the correct part manual related to the job
- Find out correct part number using the component name index page
- Find out correct component name using the part number index page
- Explain some notification on the illustration page
- Order the part using Service Part Request form
- Return the part using Service Part Return form
- Perform close the job by ensuring all systems or conditions are in the standard condition
- Perform communication & etiquette manner

Safety and Contamination Control must be applied to this process. All literatures will be available.

Prerequisite	Yes	No	N/A	Hints
The Student must complete the knowledge assessment. Minimum passing grade 80%.	✓			Score Caterpillar Literature Course or subject.

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Preparation				
Prepare related literature	✓			Service Manual & Manual related to an a Service Parts Request Service Parts Return Form
Prepare required equipment	✓			Engine or Machine
Prepare related tools	✓			
Prepare Safety & Contamination Control equipment	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Perform etiquette/manner when starting the job	✓			
Meet the customer / assessor	✓			
Perform etiquette/manner when opening the interaction.	✓			• Perform smile & greet • Introduce Student's name
Explain the purpose of Student's activity.	✓			
Ask permission to perform the job.	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Selecting and using correct service manual & part manual related to the job	✓			Select the correct Service Manual Book for a given Machine according to the job
Select Service Manual & Part book	✓			- Sales model - Serial number - Arrangement number
Find information from service manual & parts book	✓			This should be demonstrated by looking up various service information and components as instructed.
Demonstrate understanding of explanation in the service manual and illustration in the Parts Book by answering assessor questions	✓			Such as (for sample only): - Service Manual "What should we do to remove water pump" or

				"How to remove the cylinder head of the engine" - Part Book "How many clutch disc in the #3 clutch" or "Please point out the location of final drive bearings in parts book illustration."
Documentation:				
Take picture if needed	<input checked="" type="checkbox"/>			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Demonstrate ordering and returning the part using correct form	<input checked="" type="checkbox"/>			
Ordering part by requesting assessor	<input checked="" type="checkbox"/>			Given ordering part of the selection part/group components (engine/machine)
Returning part by requesting assessor	<input checked="" type="checkbox"/>			Given returning part of the selection part/group components (engine/machine)
Documentation:				
Take picture if needed	<input checked="" type="checkbox"/>			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Perform final inspection	<input checked="" type="checkbox"/>			
Ensuring all systems or conditions are in the standard condition	<input checked="" type="checkbox"/>			<ul style="list-style-type: none"> Find arrangement of the modules in the service manual is match, no folded sheet in service literature, service literature neat (for skill assessment purposes only) Communicate the finding to the customer and modules in the service manual is match, no folded sheet in service literature, service literature neat (for skill assessment purposes only) The action can be done at anytime

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Reporting	<input checked="" type="checkbox"/>			
All relevant documentation completed correctly, and approved by customer (if required).	<input checked="" type="checkbox"/>			<ul style="list-style-type: none"> Completing the Task List Completing Measurement Form Check Sheet, if required Create Service Report (SMS), if required Create SPR, if required Documenting the failed or damaged parts, if required Provide Technical Analysis Report/Failure Analysis Report, if required.

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Safety	<input checked="" type="checkbox"/>			
Using APD related to the job	<input checked="" type="checkbox"/>			
Follows relevant workplace safety guidelines (tag out, safety equipment)	<input checked="" type="checkbox"/>			<ul style="list-style-type: none"> Comply with safety regulation applied on the workplace
State and follow safety precautions	<input checked="" type="checkbox"/>			<ul style="list-style-type: none"> Create Job Safety Analysis Student must follow safety procedure refer to service manual or SIS to job
Service man completes job without accident due to incorrect procedure using hand tools.	<input checked="" type="checkbox"/>			<ul style="list-style-type: none"> Correct working position Correct hand tool related to the tasks
Tasks completed without damage equipment and tools	<input checked="" type="checkbox"/>			

Tasks	Completed		Observation / Hints
	Yes	No	
Environmental Practices & Housekeeping	✓		<ol style="list-style-type: none"> 1. Waste is minimized, waste material, including sludge, solids and other wastes are sorted and stored in bins for recycling or disposal 2. Packaging of goods received is sorted and reused or disposed of by recycling 3. Materials that can be reused are cleaned and stored 4. Waste and scrap is removed following workplace procedures 5. All fluids are disposed of in accordance with enterprise policies and procedures

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Perform etiquette/manner after completing the job	✓			<ul style="list-style-type: none"> • Perform smile & greetings. • Ask permission to leave or end the interaction.
Perform etiquette/manner when closing the communication.	✓			

General Comments

Task Completed

RESULT: COMPETENT NOT YET COMPETENT (please check)

Student: Kamran Fakhurrohman 20-02-2026 [Signature]

Assessor: Arsan Hardi W., S.Pd., G.P. 2/2/26 [Signature]

Assessor: NIP. 19840822 202221 1 012 [Signature]

Supervisor: _____ Date _____ Signature _____

Data Recorded: Name _____ Date _____ Signature _____

Demonstrate Selecting and Using Caterpillar Service Literature

Skill Number CO-OP15GN109

Full Name: Llanzaiah Fakhurrahman

No ID: _____

Validation Date: 20/02/2026

School: SMAN 1 Singosari

PERFORMANCE TASK:

Given an Engine / Machine and service literatures. The Student must be able to perform task selecting and using Caterpillar service literature.

The student must be able to complete the following tasks:

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- Return the part using Service Part Return form
- Perform close the job by ensuring all systems or conditions are in the standard condition
- Perform communication & etiquette manner

Safety and Contamination Control must be applied to this process. All literatures will be available.

Prerequisite	Yes	No	N/A	Hints
The Student must complete the knowledge assessment. Minimum passing grade 80%.	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Preparation				
Prepare related literature	✓			
Prepare required equipment	✓			
Prepare related tools	✓			
Prepare Safety & Contamination Control equipment	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Perform etiquette/manner when starting the job				
Meet the customer / assessor	✓			
Perform etiquette/manner when opening the interaction.	✓			
Explain the purpose of Student's activity.	✓			
Ask permission to perform the job.	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Selecting and using correct service manual & part manual related to the job				
Select Service Manual & Part book	✓			
Find information from service manual & parts book	✓			
Demonstrate understanding of explanation in the service manual and illustration in the Parts Book by answering assessor questions	✓			
Documentation:				
Take picture if needed	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Demonstrate ordering and returning the part using correct form				
Ordering part by requesting assessor	✓			
Returning part by requesting assessor	✓			
Documentation:				
Take picture if needed	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Perform final inspection				
Ensuring all systems or conditions are in the standard condition	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Reporting				
All relevant documentation completed correctly, and approved by customer (if required).	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Safety				
Using APD related to the job	✓			
Follows relevant workplace safety guidelines (tag out, safety equipment)	✓			
State and follow safety precautions	✓			
Serviceman completes job without accident due to incorrect procedure using hand tools.	✓			
Tasks completed without damage equipment and tools	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
Contamination Control				
Environmental Practices & Housekeeping	✓			
Perform etiquette/manner after completing the job				
Perform etiquette/manner when closing the communication.	✓			

General Comments

Tan Completed

RESULT: COMPETENT NOT YET COMPETENT (please check (N))

Student:

Hanzah edhar Rahman

20/02/2020

Muy

Name

Date

Signature

Assessor:

Arsan Hardi W., S.Pd., Gt. NIP. 19840822 202221 1 012

[Signature]

Name

Date

Signature

Supervisor:

Name

Date

Signature

Data Recorded:

Name

Date

Signature