

## Demonstrate Selecting, Using and Maintaining Various Hand Tools Correctly

Skill Number TDP15GN102

Full Name: Prieto Oliveira Laura. SN/SAP ID: \_\_\_\_\_  
 Job Title: Student Branch/Area: Stmk N1 Snygor

**PERFORMANCE TASK:**

Given some common hand tools, the mechanic is requested to perform the following tasks:

- Selecting, using, maintaining various hand tools in the installation of machine components.
- Perform close the job by ensuring all systems or conditions are in the standard condition.
- Perform communication & etiquette manner.

Note: For skill assessment purpose, create an improper condition on machine or engine such as:

- Unused cable put into wiring harness,
- Un-related component above engine hood or valve cover,
- Combination wrench near the battery case.

Safety and contamination control must be applied in this process. All literatures will be available.

Time allowed: Standard Hours (Refer to Standard Time Pricing) \_\_\_\_\_ Hours

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

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

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
<b>Perform etiquette/manner when starting the job</b>				
Meet the customer.	✓			
Perform etiquette/manner when opening the interaction.	✓			<ul style="list-style-type: none"> <li>• Perform smile &amp; greetings.</li> <li>• Introduce Serviceman's identity).</li> </ul>
Explain the purpose of Serviceman's activity.	✓			
Ask permission to perform the job.	✓			

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
<b>Selecting, Using and Maintaining Various Hand Tools</b>				
1. Inspect hand tools before using	✓			Visual inspection of hands tool for wear, cracks, damage
2. Remove and install or disassemble and assemble conducted according to correct procedures	✓			Equipment and tooling are identified and checked for correct, safe and effective operation and must refer to the Literatures
3. Tasks completed without damage to equipment and tools	✓			Component and tooling are cleaned and stored on the right place
4. Equipment and tooling is cleaned and returned to its correct location	✓			Cleaned and stored equipment tools on the right place.
5. Work area left clean and tidy	✓			Area cleaned from spills and wastes.
<b>Documentation:</b>				
Download data are available in the ET by selecting the correct menu			N/A	Candidate should be able to use ET correctly to show the diagnostic code
Take picture if needed			N/A	

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
<b>Perform close the job by ensuring all systems or conditions are in the standard condition</b>				
Ensure all systems or conditions are in standard condition.	✓			<ul style="list-style-type: none"> <li>Find the improper condition (for skill assessment purposes only)</li> <li>Communicate the finding to the customer, isolate the cable (for skill assessment purposes only)</li> <li>The action can be done at anytime</li> </ul>

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
<b>Reporting</b>				
All relevant documentation completed correctly, and approved by customer (if required).	✓			<ul style="list-style-type: none"> <li>Completing the Task List</li> <li>Create Field Operation Report/Daily Record Activity/Job Time Card</li> <li>Completing Measurement Form/Related Check Sheet, if required</li> <li>Create Service Report (SIMS), if required</li> <li>Create SPR, if required <i>N/A</i></li> <li>Documenting the failed or damaged parts, if required <i>WCA</i></li> <li>Provide Technical Analysis Report/Failure Analysis Report/Re-Work Analysis Report, if required. <i>N/A</i></li> </ul>

Tasks	Completed		Observation / Hints
	Yes	No	
<b>Safety</b>			
Using APD related to the job	✓		
Follows relevant workplace safety guidelines (tag out, safety equipment)	✓		
State and follow safety precautions	✓		Serviceman must follow safety procedure refer to service manual or SIS related to job
Serviceman completes job without accident due to incorrect procedure using hand tools.	✓		<ul style="list-style-type: none"> <li>Correct serviceman position</li> <li>Correct hand tool related to the job</li> </ul>
Tasks completed without damage equipment and tools	✓		

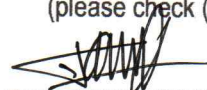

Tasks	Completed		Observation / Hints
	Yes	No	
<b>Contamination Control</b>			
Environmental Practices & Housekeeping	✓		<ol style="list-style-type: none"> <li>1. Waste is minimized, waste material, including sludge; solids and other wastes are sorted and stored in bins for recycling or disposal</li>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

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
<b>Perform etiquette/manner after completing the job</b>				
Explain the action taken (from content of report) and also the result of the job activity.	✓			Explain clearly
Advice customer the tips or method for future maintenance and operation.	✓			Advice clearly
Clarify or ensure that customer understands clearly.	✓			Perform clarifying question technique.
Ask customer if they have additional concerns or problems to be supported.	✓			
Perform etiquette/manner when closing the communication.	✓			<ul style="list-style-type: none"> <li>• Perform smile &amp; greetings.</li> <li>• Ask permission to leave or end the interaction.</li> </ul>

Tasks	Completed			Observation / Hints
	Yes	No	N/A	
<b>Perform nonverbal expression and communication.</b>				
Perform nonverbal expression and communication.	✓			<ol style="list-style-type: none"> <li>1. Maintain eye contact with customer.</li> <li>2. Display confident posture.</li> <li>3. Speak with appropriate beat/rhythm and volume.</li> <li>4. Display appropriate facial expression (smile/serious/curious/confident, etc.).</li> <li>5. Display appropriate gesture when explaining the information.</li> </ol>

**General Comments**

- pekerjaan dilaksanakan sesuai petunjuk literatur.  
 menggunakan APD lengkap. dan menyelesaikan  
 pekerjaan tanpa accident.  
 - beberapa nama & fungsi hand tools belum  
 diketahui, improvement pada measuring  
 metric. Vernier Caliper.

<b>RESULT:</b>	<b>COMPETENT</b> <input checked="" type="checkbox"/>	<b>NOT YET COMPETENT</b> <input type="checkbox"/>	(please check (√))
<b>Serviceman:</b>	<u>Pritta Olivia Laura</u> Name	<u>29 Agustus 2025</u> Date	<u></u> Signature
<b>Assessor:</b>	<u>Setiawan Tuhu B</u> Name	<u>29 Agustus 2025</u> Date	<u></u> Signature
<b>Supervisor:</b>	_____ Name	_____ Date	_____ Signature
<b>Data Recorded:</b>	_____ Name	_____ Date	_____ Signature

## Demonstrate Selecting, Using and Maintaining Various Hand Tools Correctly

Skill Number TDP15GN102

Full Name: Prita Olivia Laura  
 Job Title: Student

SN/SAP ID: \_\_\_\_\_  
 Branch/Area: SMK N 1 Sibayanti

**PERFORMANCE TASK:**

Given some common hand tools, the mechanic is requested to perform the following tasks:

- Selecting, using, maintaining various hand tools in the installation of machine components.
- 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 in this process. All literatures will be available.

Time allowed: Standard Hours (Refer to Standard Time Pricing) \_\_\_\_\_ Hours

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

Tasks	Completed		N/A	Remarks
	Yes	No		
<b>Preparation</b>				
Prepare related literature	✓			
Prepare required equipment	✓			
Prepare related tools	✓			
Prepare Safety & Contamination Control equipment	✓			

Tasks	Completed			Remarks
	Yes	No	N/A	
<b>Perform etiquette/manner when starting the job</b>				
Meet the customer.	✓			

Perform etiquette/manner when opening the interaction.	✓			
Explain the purpose of Serviceman's activity.	✓			
Ask permission to perform the job.	✓			

Tasks	Completed			Remarks
	Yes	No	N/A	
<b>Selecting, Using and Maintaining Various Hand Tools</b>				
1. Inspect hand tools before using	✓			
2. Remove and install or disassemble and assemble conducted according to correct procedures	✓			
3. Tasks completed without damage to equipment and tools	✓			
4. Equipment and tooling is cleaned and returned to its correct location	✓			
5. Work area left clean and tidy				
<b>Documentation:</b>				
Download data are available in the ET by selecting the correct menu			N/A	
Take picture if needed			N/A	

Tasks	Completed			Remarks
	Yes	No	N/A	
<b>Perform close the job by ensuring all systems or conditions are in the standard condition</b>				
Ensure all systems or conditions are in standard condition.	✓			

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

Tasks	Completed		Remarks
	Yes	No	
<b>Safety</b>			
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		Remarks
	Yes	No	
<b>Contamination Control</b>			
Environmental Practices & Housekeeping	✓		

Tasks	Completed			Remarks
	Yes	No	N/A	
<b>Perform etiquette/manner after completing the job</b>				
Explain the action taken (from content of report) and also the result of the job activity.	✓			
Advise customer the tips or method for future maintenance and operation.	✓			
Clarify or ensure that customer understands clearly.	✓			
Ask customer if they have additional concerns or problems to be supported.	✓			
Perform etiquette/manner when closing the communication.	✓			
Tasks	Completed			Remarks
	Yes	No	N/A	
<b>Perform nonverbal expression and communication.</b>				
Perform nonverbal expression and communication.	✓			

Notes/Comments

[Redacted area]

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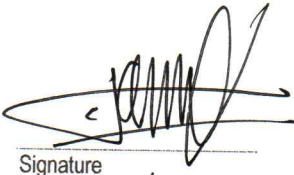
Serviceman:

Pritta Olivia Laura

Name

29 Agustus 2025

Date

  
Signature

Assessor:

Setawan Tuhu B

Name

29 Agustus 2025

Date

  
Signature

**ANALISIS KESELAMATAN KERJA / JOB SAFETY ANALYSIS**

Pekerjaan / Task	REMOVE INSTAL EXHAUST MANIFOLD CG.4	Nomor JSA / JSA Number	1	Halaman Page	1	dari of	2
Tgl Pembuatan JSA Date of JSA	26 AGUSTUS 2025	Departemen / Department	SERVICE	Tempat Kerja / Work Location	WORKSHOP TAB		
Disusun oleh / Compiled By	PRITTA	TTD / Sign		Review oleh / Reviewed by	TTD / Sign	Atasan / Superior	TTD / Sign

Apakah and terlatih untuk melakukan pekerjaan ini? / Are you properly trained to complete this task  Ya  Tidak/ No  
 Apa yang anda perlukan untuk memastikan bahwa pekerjaan selesai tanpa adanya kecelakaan kerja? / What do you need to ensure this job is completed without incident  
**Menjaga dan selalu berkomunikasi dengan baik, perencanaan pekerjaan mengacu pada service manual caterpillar.**  
 Siapa yang bertanggung jawab untuk menghentikan pekerjaan jika terjadi perubahan pekerjaan atau gangguan kondisi lingkungan kerja? / Who is responsible for Stop Work authority if change job or workplace distraction  
 Siapa saja yang melihat jika ada potensi bahaya.  
 Apakah anda memerlukan peralatan LOTO? / Are you need LOTO equipments?  Ya  Tidak/ No

Kondisi Lingkungan/ Environmental Condition	NORMAL	Cuaca/ Weather	CERAH	Medan/ Terrain	RATA
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Pengendalian Sumber Bahaya/ Hazardous Energy Control	<input type="checkbox"/> Listrik/ Electric	<input checked="" type="checkbox"/> Gravitasi (benda jatuh, tertimpa)	<input type="checkbox"/> Pneumatik/ Pneumatic
	<input type="checkbox"/> Hidrolik/ Hydraulic	<input checked="" type="checkbox"/> Mekanis/ Mechanical	<input type="checkbox"/> Panas/ Thermal

APD yang diperlukan/ Required PPE	<input checked="" type="checkbox"/> Helm/ Safety Helmet	<input checked="" type="checkbox"/> Sarung Tangan/ Hand Gloves	<input type="checkbox"/> Pelindung Muka/ Face Shield
	<input checked="" type="checkbox"/> Sepatu/ Safety Shoes	<input type="checkbox"/> Pelindung Telinga/ Hearing Protection	<input type="checkbox"/> Pelindung Jatuh/ Fall Protection
	<input checked="" type="checkbox"/> Kacamata/ Safety Glasses	<input type="checkbox"/> Pelindung Pernafasan/ Respiratory Protection	<input type="checkbox"/> Lain-Lain/ Others

Hal yang perlu dipertimbangkan dalam mengidentifikasi bahaya/ These to consider in identify hazards

1. Bahaya Kimia : Tertelan, terkena kulit, terhirup, terserap  
 Chemical Hazard : Ingestion, skin contact, inhalation, absorbtion

2. Bahaya Biologi : Patogen yang ditularkan melalui darah, lalat, tanaman, serangga, hewan

3. Bahaya Fisik : Listrik, Api, Ledakan, Kebisingan, Radiasi, Panas, Stress, Terjepit, Tersandung, Terjatuh, Tertimpa, Getaran  
 Physical Hazard : Electric, Fire, Explosion, Noise, Radiation, Thermal, Stress, Pinch, Slipp, Falls, Struck by, Vibration

4. Bahaya Ergonomi : Gerakan berulang, Beban berlebih, Postur Janggal, Durasi Kerja, Desain area kerja  
 Ergonomic Hazard : Repetition, Forcefull extention, awkward posture, duration, work area design

NO	Urutan Dasar Langkah Tugas / Job Step (Maksimum 15 Langkah / Maximum 15 Steps)	Bahaya Yang Terkait / Potential Hazard	Tindakan Pengendalian/ Recommended Action
1.	WALK AROUND INSPECTION	1.1 KOMPONEN BERCECERAN	1.1.1 MENGGUNAKAN APD LENGKAP 1.1.2 RAPIKAN KOMPONEN
		1.2 OLI BERCECERAN	1.2.1 MEMBERSIHKAN OLI DENGAN ABSORBENT PAD
2.	PREPARE TOOLS	2.1 TOOL TIDAK ADA DI TEMPAT YANG SESUAI	2.1.1 MENGGUNAKAN SAFETY HELMET, SAFETY SHOES, SAFETY GLOVES & SAFETY GLASSES 2.1.2 MENATA TOOL PADA TEMPATNYA
		2.2 TOOLS RUSAK	2.2.1 MELAKUKAN INSPEKSI PADA TOOL SEBELUM DIGUNAKAN
		3.1 NUT TERJATUH	3.1.1 BERHATI-HATI SAAT BEKERJA 3.1.2 TIDAK BERBURAU
4.	REMOVE NUT	4.1 TITIK JEPIT	4.1.1 HINDARI TITIK JEPIT 4.1.2 MENGGUNAKAN SAFETY GLOVES
		5.1 KOMPONEN TERJATUH	5.1.1 GUNAKAN SAFETY GLOVES 5.1.2 FOKUS SAAT BEKERJA

**ANALISIS KESELAMATAN KERJA / JOB SAFETY ANALYSIS**

Pekerjaan / Task	REMOVE INSTAL EXHAUST MANIFOLD C6.4	Nomor JSA / JSA Number	1	Halaman Page	2	dari of	2
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NO	Urutan Dasar Langkah Tugas / Job Step (Maksimum 15 Langkah / Maximum 15 Steps)	Bahaya Yang Terkait / Potential Hazard	Tindakan Pengendalian/ Recommended Action
6.	REMOVE EXHAUST MANIFOLD CASKET	6.1 TITIK JEPIT	6.1.1 HINDARI TITIK JEPIT 6.1.2 FOKUS SAAT BEKERJA
7.	INSTAL EXHAUST MANIFOLD CASKET	7.1 KOMPONEN TERGELINCIR	7.1.1: GUNAKAN SAFETY GLOVES 7.1.2 TIDAK BERGURAU
8.	INSTAL SPACERS, MUT	8.1 MUT TERJATUH	8.1.1 FOKUS SAAT BEKERJA 8.1.2 MENGGUNAKAN SAFETY GLOVES
9.	INSTAL EXHAUST MANIFOLD	9.1 KOMPONEN TERGELINCIR	9.1.1 FOKUS SAAT BEKERJA 9.1.2 GUNAKAN SAFETY GLOVES ← SAFETY SHOES
10.	HOUSE KEEPING	10.1 POSISI ANGGOTA BADAN TIDAK TEPAT 10.2 TOOLS BERCECERAN	10.1.1 BERHATI-HATI SAAT BEKERJA 10.1.2 FOKUS SAAT BEKERJA 10.2.1 LETAKKAN TOOLS KE TEMPAT YANG SESUAI 10.2.2 RAPILKAN TOOLS SETELAH DIGUNAKAN

Bukti Sosialisasi / Socialization evidence

No	Nama/ Name	TTD/ Sign
1		
2		
3		

No	Nama/ Name	TTD/ Sign
4		
5		
6		

No	Nama/ Name	TTD/ Sign
7		
8		
9		







# SERVICE REPORT

ROUTING


1

DEALER CODE J221	WORK ORDER 29825	SEG	CUSTOMER NAME SMKN 1 Singosari
DATE 08 / 09 / 25 mo / da / yr	EMPLOYEE IDENTIFICATION	EQUIPMENT LOCATION SMKN 1 Singosari	
CATERPILLAR MODEL 320D	CATERPILLAR SERIAL NO.	INSTRUCTION REMOVE INSTAL EXHAUST MANIFOLD ENGINE C6.4	
HOURS	MILES	KILOMETERS	

PART NUMBER RESPONSIBLE	PART NAME	QTY	DESC. CODE	GROUP NUMBER CONTAINING PART	GROUP NAME	DID THIS INCIDENT MAKE THE PRODUCT INOPERABLE?	DESCRIPTIVE COMMENTS (20 SPACES MAXIMUM PER INCIDENT)
60C	exhaust		C	178-6552	CP-EXH	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	R1 EXHAUST

DESCRIPTION CODES \*    A - Structural    C - Leaks    E - System Malfunction    G - General Repair    K - Serviceability    X - OPERATION COMPLAINT  
 B - Surface    D - Factory Assembly    F - Factory Shipping    H - Adjustment    N - Abuse

RELATED SERIAL NUMBERS		COMPONENT ARRANGEMENT / TEST / SERIAL NUMBERS		LABOR CODE	DESCRIPTION	MAN HOURS
CATERPILLAR MODEL	OEM PRODUCT SERIAL NO.	MAKE / MODEL	NUMBER			
		VEHICLE CONFIGURATION				
		DELIVERY DATE				
				DATE OF LAST LABOR		

WHAT WAS THE CUSTOMER COMPLAINT  
 REMOVE INSTAL EXHAUST MANIFOLD

ADDITIONAL COMMENT ON THE CAUSE OF FAILURE ?  
 EXHAUST LEAKING

WHAT WAS THE RESULTANT DAMAGED ?  
 - EXHAUST GASK LEAK

HOW DID YOU REPAIR IT ?  
 - REMOVE EXHAUST MANIFOLD  
 - REPLACE GASKET

CUSTOMER SIGNATURE \_\_\_\_\_      SERVICEMAN SIGNATURE \_\_\_\_\_  
 IF COPY OF THIS PAGE IS BEING SENT TO CATERPILLAR, COMPLETE FOLLOWING    DEALER J221      STORE 07      == Sis ==