

# Department of Education

# SPTVE

## COMPUTER SYSTEMS SERVICING (CSS) 8

### Recording and Reporting Procedures and Computer Operation

### Quarter 2: Week 3 Module



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## EXPECTATIONS

At the end of the lesson, the learners are expected to:

1. identify the procedures and tools in recording and reporting of materials as well as the requirements for computer operation;
2. perform quality check through creating log and assessment report; and
3. value the importance of recording for future references and requirements for computer operation.



## PRE-TEST

Directions: Write the letter of the correct answer on a separate sheet of paper.

1. Who is responsible in checking the quality of the products from the date of receipt, if the materials are in good condition?  
A. admin                      B. CEO                      C. manager                      D. quality checker
2. All of the following are the things to be considered in recording and reporting procedure **EXCEPT**:  
A. return of merchandise                      C. materials are in good condition  
B. goods shouldn't be recorded                      D. make inventory report of material
3. It is defined as an idea or thing used as a measure, norm, or model in comparative evaluations.  
A. feedback                      B. quality                      C. quantity                      D. standards
4. What do you call the amount or number of a material or immaterial thing **NOT** usually estimated by spatial measurement?  
A. feedback                      B. quality                      C. quantity                      D. standards
5. Which of the following is the information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement?  
A. feedback                      B. quality                      C. quantity                      D. standards
6. What does I-P-O mean in basic operation and function of computer?  
A. input-proces-output                      C. input-processed-output  
B. input-process-output                      D. input-processing-output
7. It refers to moving pictures with sounds in the computer.  
A. audio file                      B. image file                      C. text file                      D. video file
8. A collection of data stored in one unit and identified by a filename is known as \_\_\_\_\_.  
A. audio                      B. document                      C. file                      D. picture
9. All of the following are types of file format in the computer, **EXCEPT**:  
A. audio file                      B. image file                      C. storage file                      D. video file
10. What do you call the person who develop or use computer systems?  
A. hardware                      B. malware                      C. peopleware                      D. software



## LOOKING BACK

Directions: Fill in the corresponding letters by using the Alphabet as guide. In order to do this, you must write down on a piece of paper the Alphabet. Letter A=1, B=2, C=3, and so on. The words are about recording and reporting procedures. Write your answer on a separate sheet of paper.

1. 13 1 20 5 18 9 1 12 19

**Clue:** These are the things you need in a project.

2. 3 8 5 3 11 5 18

**Clue:** The job of a person to assure the quality of the materials.

3. 9 14 22 5 14 20 15 18 25

**Clue:** A complete list of items.

4. 18 5 16 15 18 20

**Clue:** A spoken or written account of something.

5. 16 18 15 4 21 3 20 9 15 14

**Clue:** The action of making or manufacturing from components or raw materials



## BRIEF INTRODUCTION

### Recording and Reporting Procedure

**These are the things to be considered when:**

#### **A. Receiving Materials:**

1. Match the packing slip to the items received and ensures that the materials are destined on tour department.
2. That you are receiving the materials indicated on the purchase order with regard to quantity and discount.
3. That the materials are in acceptable condition.
4. Those terms regarding installation and/or set-up of equipment are met.

#### **B. Receiving Reports**

Whenever goods are received:

1. The person receiving the goods must document, using the administrative software, that all goods were received for each requisition before any payment can be made to the vendor.
2. Any exceptions must be noted so that partial payments can be processed or defective goods can be returned.

### C. Return of Merchandise

When merchandise is received which is incomplete or defective, the supervisor will return the materials to the supplier or to the store where it was bought and make arrangements with the vendor for replacement.

### D. Make an Inventory Report of the Materials

All materials received must be listed and be reported to monitor how many materials are already on hand, purchased or damaged.

**Effective management** checks are an important means of providing assurance of the integrity and security of the benefit processes. They are also useful in identifying training needs; indicating possible weaknesses in procedure and ensuring the section meets its accuracy target.

The **Quality checker** will record the date of receipt, name of the materials purchased, quantity, and official receipt number, signature of the person who bought the materials and signed his name afterwards. The Quality checker will identify if the materials are in good condition or damage and /or needing for replacements. This will also be recorded on his report.

### Feedback

Once the Quality checker has completed all the reports, the assessor will check if the Quality Checker provides all the data needed in the report.

#### Log Report Form (to be completed by the Quality checker)

Date Received	O.R. #	Item Name	Quantity	Signature	Quality Checker

### Example of Log Report

June 11, 2020

10 Optic Mouse, 5 USB Flash drive

Received from Ana Tupaz (CD-R King), OR#12567

3 defective optic mouse and 2 not working usb flash drive need for replacement

Date Received	O.R. #	Item Name	Quantity	Signature	Quality Checker
June 11, 2020	12567	Optic Mouse	10	(affix your signature)	(write your name)
June 11, 2020	12567	USB Flash Drive	5	(affix your signature)	(write your name)

### Example of Assessment of Materials Received

*(to be completed by the Quality checker)*

<b>Quality Checker:</b>			<b>Date:</b>
<b>Item Name</b>	<b>Total no. in Good Condition</b>	<b>Total no. of Errors</b>	<b>Comments</b>

### Example of Assessment of Materials Received

June 11, 2020

10 Optic Mouse, 5 USB Flash drive

Received from Ana Tupaz (CD-R King), OR#12567

3 defective optic mouse and 2 not working usb flash drive need for replacement

<b>Quality Checker:</b> (Write your name)			<b>Date:</b> June 11, 2020
<b>Item Name</b>	<b>Total no. in Good Condition</b>	<b>Total no. of Errors</b>	<b>Comments</b>
Optic Mouse	7	3	Defective
USB Flash Drive	3	2	Defective

### Quality Standards

Standards are sets of rules that outline specification of dimensions, design of operation, materials and performance, or describe quality of materials, products or systems. These standards should cover the performance expectations of the product for particular applications. Specific quality standards for:

#### 1. Hardware

The durability of the work depends on the quality of its component parts and the assembly skills of those who install it. If the best-quality products or hardware are used but are installed incorrectly, the system will be a failure. The application of suitable hardware and products must be supported by adequate levels of training of person who use them so that they can identify and use only appropriate products.

In judging a product or hardware, the person must consider factors such as the following:

- ✓ Is the product or hardware under consideration suitable for the application or purpose?
- ✓ Will it be harmful to the health of the community in its normal use?

#### 2. Production Process

In production process, checking of quality assurance must be highly considered. Quality assurance covers all activities from design, development, production, installation, servicing and documentation. This introduced the rules: "fit for purpose" and "do it right the first time". It includes the regulation of the quality of raw materials, assemblies, products and components; services related to production; and management, production, and inspection processes.

## A. FAILURE TESTING

A valuable process to perform on a whole consumer product is failure testing, the operation of a product until it fails, often under stresses such as increasing vibration, temperature and humidity. This exposes many unanticipated weaknesses in a product, and the data is used to drive engineering and manufacturing process improvements.

## B. STATISTICAL CONTROL

Many organizations use statistical process control to bring the organization to Six Sigma levels of quality, in other words, so that the likelihood of an unexpected failure is confined to six standard deviations on the normal distribution.

## C. COMPANY QUALITY

The company-wide quality approach places an emphasis on three aspects:

1. Elements such as controls, job management, adequate processes, performance and integrity criteria and identification of records.
2. Competence such as knowledge, skills, experience and qualifications
3. Soft elements, such as personnel integrity, confidence, organizational culture, motivation, team spirit and quality relationships.

## D. TOTAL QUALITY CONTROL

Total Quality Control is the most necessary inspection control of all in cases where, despite statistical quality control techniques or quality improvements implemented, sales decrease.

As the most important factor had been ignored, a few refinements had to be introduced:

1. Marketing had to carry out their work properly and define the customer's specifications.
2. Specifications had to be defined to conform to these requirements.
3. Feedback from the user/customer is used to review designs.
4. Consistent data recording and assessment and documentation integrity.
5. Product and/or process change management and notification.

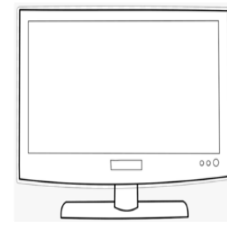
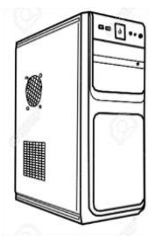
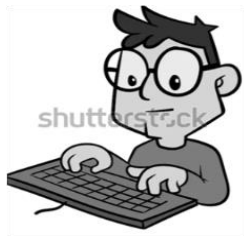
## 3. Customer Service

According to Turban et al, 2002, "Customer service is a series of activities designed to enhance the level of customer's satisfaction – that is, the feeling that a product or service has met the customer's expectation". Its importance varies by product, industry and customer.

## COMPUTER OPERATION

At the most basic level, a computer has three functions: **input**, **process**, and **output**. It accepts data for input, performs some processing, and provides an output, as shown in Figure 1. This is often shortened to just *input, process and output (IPO)*.





<https://tinyurl.com/y3p7asl>  
retrieved on 09/12/20

Source:<https://tinyurl.com/y35zpmcj>  
retrieved on 09/12/20

Source:<https://tinyurl.com/y2h2r8d3retri>  
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**Figure1.** Basic Operation of Computer (hardware)

## Types of File in the Computer

A file is a collection of data stored in one unit, identified by a filename. It can be a document, picture, audio or video stream, data library, application, or other collection of data. File Format is a standard way that information is encoded for storage in a computer file. It specifies how bits are used to encode information in a digital storage medium. Below are examples of file format used in computer.

1. **Text file** - refers to the letters, numbers and symbols used in the computer  
**Text File format:** doc/docx, rtf, txt, html, pdf, zip
2. **Image file** – refers to pictures in the computer.  
**Image File format:** jpeg, gif, png
3. **Audio file format** – refers to sounds in the computer.  
**Audio File format:** wav, midi, wma, mp3
4. **Video file format** – refers to moving pictures with sounds in the computer.  
**Video File format:** mpeg, mov, avi, wmv, real video, swf

In the basic operation of computer it involves the hardware and software part of the computer wherein the presence of the user (*peopleware*) is needed to operate it.

**Peopleware** refers to the role of people play in technology and the development of hardware or software. It can include various aspects of the process such as human interaction, programming, productivity, teamwork, and project management. It may also refer to the people who develop or use computer systems. They are commonly known as the user who performs a task in the computer with the use of the hardware and software.

**Hardware** – refers to the tangible part of the computer like components, devices, peripherals or equipment.

**Software** – refers to the intangible part of the computer like Microsoft office and internet browsers.



## ACTIVITIES

**Activity 1** Directions: You are assigned to be the Quality checker for the Month of June. Make a Log Report, and Assessment Report using the following data below. Make sure you will record all the items listed and if they were in good condition or not. Use the table in answering it. Write your answer on a sheet of paper.

1. June 15, 2020  
Refill 4 ink cartridge from STARINK Shop, OR# 5623
2. June 20, 2020  
10 PS/2 keyboard, 10 Optic mouse, 2 power supply  
Received from Allan Rivera (Octagon), OR#12544  
3 defective keyboard need replacement

**Activity 2** Directions: Choose your answer from the box then write it on a separate sheet of paper.

<b>Image File</b>	<b>Filename</b>	<b>wav</b>	<b>Hardware</b>
<b>Peopware</b>	<b>File</b>	<b>jpeg</b>	<b>Text File</b>
<b>Software</b>	<b>Audio File</b>	<b>Video File</b>	<b>html</b>

1. It refers to moving pictures with sounds in the computer.
2. A collection of data stored in one unit.
3. It is the tangible part of the computer like components, devices, peripherals or equipment.
4. An intangible part of the computer like Microsoft office and internet browsers is known as \_\_\_\_.
5. It refers to the sounds in the computer.
6. A type of file that refers to the pictures in the computer.
7. It refers to the letters, numbers and symbols used in the computer
8. Which of the following is an example of image file format?
9. It refers to the people who develop or use computer systems.
10. The name of the file in the computer customized by the user is known as \_\_\_\_.



## REMEMBER

Directions: Based from your understanding about the lesson, answer the following guide questions briefly on a separate sheet of paper.

### Guide questions:

1. What is a quality checker?
2. What are the things you must consider in recording and reporting procedures?



3. What are the different types of file? Indicate the function.



### CHECK YOUR UNDERSTANDING

#### Activity 1 “True or False”

Directions: Write T if the statement is correct and F if not. Write your answer on a separate sheet of paper.

- \_\_\_\_\_ 1. Standards are set of rules that describe quality of materials or product
- \_\_\_\_\_ 2. Quality assurance does not cover all the activities.
- \_\_\_\_\_ 3. Customer service is designed for customer satisfaction.
- \_\_\_\_\_ 4. Customer service is not important in the company's customer.
- \_\_\_\_\_ 5. The durability of the work does not depend on the skills of those who install it.
- \_\_\_\_\_ 6. Hardware is the intangible part of the computer.
- \_\_\_\_\_ 7. Peopleware is also a term for user.
- \_\_\_\_\_ 8. Software example is Microsoft office.
- \_\_\_\_\_ 9. Video file refers to sounds in the computer.
- \_\_\_\_\_ 10. Audio file refers to pictures in the computer.

#### Activity 2 “Creating Log and Assessment Report”

Directions: You are assigned to be the Quality checker for the Month of June. Make a Log Report, and Assessment Report using the following data below. Make sure you will record all the items listed and if they were in good condition or not. Use the table in answering it. Write your answer on a sheet of paper.

- 1. June 9, 2020  
5 Hard disk, 2 128MB SDRAM memory chips  
Received from Jun Salcedo (PC chain), OR #20256  
Found out that 1 Hard disk has error need for replacement
- 2. June 28, 2020  
2 CD-Romdrive  
Received from Jun Salcedo (PC Chain), OR#20400
- 3. May 30, 2020  
2 Acer Laptop  
Received from Arthur Lizarda (Octagon), OR#29012  
Found out 1 laptop does not have MS Office installed, need to return to the shop.



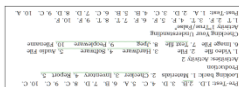
### POST TEST

Directions: Write the letter of the correct answer on a separate sheet of paper.

- 1. Which of the following refers to the tangible part of the computer?  
A. hardware                      B. malware                      C. peopleware                      D. software

2. Which of the following refers to the intangible part of the computer?  
A. hardware                      B. malware                      C. peopleware                      D. software
3. Which of the following refers to the user and developer of the computer system?  
A. hardware                      B. malware                      C. peopleware                      D. software
4. Sara creates an icon for her module, which of the following file format will she use for her icon?  
A. html                      B. jpeg                      C. avi                      D. wav
5. It is a type of file in the computer that refers to the pictures?  
A. audio file                      B. image file                      C. text file                      D. video file
6. As a quality checker, what will you do if you received goods with defect?  
A. accept the goods                      C. return the goods  
B. disregard the goods                      D. sell the goods
7. What best explain quality assurance of a goods or product?  
A. regular inspection                      C. all activities are done  
B. assemblies of product                      D. quality and performance check
8. How can you assure the all in all quality of the product or goods you have received?  
A. company quality                      C. statistical control  
B. failure testing                      D. total quality control
9. All of the following are good reasons to take notes when problem arises in a computer, EXCEPT?  
A. guide for the technician                      C. additional work to the technician  
B. track the record of the computer                      D. fix the problem if it happens again
10. If important factors had been ignored in total quality control, all of the following are refinements to be considered, EXCEPT?  
A. product suitable for the purpose                      C. process change management  
B. user feedback to review designs                      D. complaints were satisfactorily dealt

## Answer Key



## References

- Recording and Reporting Procedure - <https://tinyurl.com/y6zdhqkc> on 09/07/20
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- Peopleware - <https://tinyurl.com/y3zx469> on 09/14/20