

# Apple Authorized Service Provider Program

The following is drawn from the Service Provider Program Manual. If you feel your organisation will be able to meet these requirements and you would like to pursue an application, please contact your local AppleCare team.

Please note this list is not exhaustive - each application is assessed individually by AppleCare for suitability.

Premises and Accessibility	
Location	Preferably located in a commercially zoned location, e.g. urban centre, light industrial parks with good access for cars and public transport also considered. Residential addresses are not acceptable.
Visibility	Preferably located on ground floor with glass frontage.
Reception	Well lit and spacious area for customer reception counter. No shelves of repair products or parts in sight. Physically separated from the work area.
General appearance	Consistent with the Apple brand; interior decorated with light tones, abundant light, sleek and bright. Correct branding used on publicity.
Business Hours	Consistent with local business hours; preferably with Saturday availability.
Equipment handling and workspace	
Restricted area	The workshop and parts storage area must be physically separated from the reception area. Access to the workshop must be restricted to technical staff only.
ESD protection measures	All work benches must have protection measures against electrostatic discharge and the damage this can cause to sensitive electronic components. This includes bench coverings and ESD bracelets that technicians wear whenever they are handling electronic components. There shall be a testing apparatus to verify that the equipment is correctly grounded and functioning properly, and records shall be kept of this regular testing.
Storage	Storage of parts and of units during repair shall be on strong shelves of adequate dimensions, with separate areas for each type of product. Units will be adequately protected to avoid possible scratches or stains, easily identifiable and shall not be piled up or placed in such a way that some are leaning against others or on top of others.

Lighting and ventilation	Good level of lighting in the workshop area, preferably a mixture of natural and artificial light. The work area must also have adequate ventilation to provide fresh air and temperature control.
Space	Each technician should have a workspace of at least 6sq m.
Workbenches	Work benches should be stable and strong, capable of supporting weight and of an appropriate height for handling the products. Worktops must be lacquered or covered with a suitable protective material.
<b>Operational Efficiency</b>	
Dedicated Personnel	The AASP shall have an experienced supervisor whose function will be to ensure compliance with Apple's quality standards and to ensure the best possible service for customers. This supervisor will be Apple's main contact with the Service Provider.
Internet Access	The location must have reliable internet access with sufficient bandwidth to enable all service personnel to quickly access Apple's online tools and services
Testing environment	The workshop shall have sufficient means to reproduce symptoms reported by customers; bluetooth devices, Wifi and Ethernet network connections, analog line for modem testing, Firewire and USB drives, and other devices.
Administration	The company shall have a control system or repair database in place for its service activities which makes it possible to retrieve information, keep track of all repairs in the workshop and prepare detailed reports at Apple's request.
Certified Personnel	The company shall employ sufficient certified technical personnel to be able to effectively service their volume of repairs, with a minimum of one certified technician for each point of service, and at least one certified technician per thirty repairs conducted per week.
Performance Metrics	The company shall work to maintain optimal levels of service and performance based on Apple's service requirements, with special emphasis on repair turnaround time, parts usage and ensuring that units are fixed on the first visit to the workshop. Apple will regularly audit and review these goals (see below for details).
Language	The documentation, tools and support resources provided by Apple are only guaranteed in the English language. To the greatest degree possible, translations will be completed and personnel will be on hand to provide assistance in other languages. However, there is no guarantee of availability. It is therefore essential that the person responsible for working with Apple can communicate in English in both the written and verbal form.

Safety and Working Environment	
First Aid	The work area must have a fully equipped first aid kit, easily accessible by the technicians. It must also have visible posters describing essential first aid procedures, including those for electric shock.
Master Switch	The workshop must have an easily accessible master switch to cut off the electric current to the entire work area in case of an emergency.
Fire safety	Fire extinguishers for electrical fires (CO2) shall be located in the workshop and be easily accessible.
Insurance	AASP shall have insurance covering personal and material risk in regard to business premises, customer units and services provided, in sufficient amount to cover any liability up to at least 1,000,000€ or \$

### Record Keeping and Review Requirements

Apple requires that Apple Authorized Service Providers maintain (and make available upon Apple's request) all service records in written form, and/or in electronic form for a period not less than 5 years from the date the service event was completed or reimbursement from Apple was made, whichever is later.

Apple reserves the right to review Service Provider's Repair Service records during normal business hours for any covered repairs. In the event of a site visit for purposes of account review, Apple will provide commercially reasonable notice.

### Customer Information Requirements

As part of the repair process, Apple surveys customers on their repair experience. This survey is generated based on set criteria, so it is important to note that not every single customer is surveyed every time they have a support related event. Additionally, Apple respects our customer's privacy, and adheres to our Privacy Policy stated on the Apple website as well as any country specific policies when surveying customers.

Only end user customer addresses should be placed in the field within GSX. Email addresses of service providers, employees of service providers, etc. should not be entered. As part of the account review process, Apple may review the accuracy and validity of email addresses on a periodic basis.

## Objective Performance Metrics

AppleCare's mission statement calls for increased Customer Delight and Operational Excellence. In support of these directives, Apple measures the performance of both the Service Provider and Apple against four objective criteria:

### **First-Time Fix (FTF)**

The FTF metric indicates how many of your repairs are fixed the first time. The metric represents the average number of units successfully repaired on the first attempt.

### **Repair Turnaround Time (REPTAT)**

The REPTAT metric indicates how quickly your repairs are returned to service. The metric represents the average number of days from the time a Customer requests service until the time the Service Provider marks the transaction complete.

**Note:** Not all Repair types are applicable in all regions.

### **Parts Per Repair (PPR)**

This metric represents the average number of parts used per repair within a given fiscal month. It provides visibility into the effectiveness of the Service Provider's diagnostic and repair practices. Having adequately trained technicians and spare Service Parts to correctly diagnose repairs will decrease the ordering of unnecessary parts.

### **Known Bad Board Turnaround Time (KBBTAT)**

KBBTAT measures the average number of days from the time a replacement part is shipped from Apple until the defective part is returned. Prompt return of Apple Service parts drives operational excellence by allowing Apple to quickly replenish service stock for future orders.