

Introduction to the Ford Mondeo

Introduced in March 1993, the Ford Mondeo models are available in four-door Saloon, five-door Hatchback and five-door Estate configurations. All feature a high standard of equipment, with driver/passenger safety in accidents being a particularly high design priority; all models are fitted with features such as side impact bars in all doors, "anti-submarine" seats combined with "seat

belt grabbers" and pre-tensioners, and an airbag fitted to the steering wheel. Vehicle security is enhanced, with an in-built alarm system and engine immobiliser being fitted as standard, as well as double-locking doors with shielded locks, and security-coded audio equipment.

The four-cylinder petrol engine is a new design, available in 1.6, 1.8 and 2.0 litre

capacities. It is controlled by a sophisticated engine management system, which combines multi-point sequential fuel injection and distributorless ignition systems with evaporative emissions control, exhaust gas recirculation and a three-way regulated catalytic converter (with a pulse-air system for rapid warm-up) to ensure that the vehicle complies with the most stringent of the emissions control standards currently in force, and yet provides the levels of performance and fuel economy expected.

The transversely-mounted engine drives the front roadwheels through either a five-speed manual transmission with a cable-operated clutch, or through an electronically-controlled four-speed automatic transmission.

The fully-independent suspension is by MacPherson strut on all four roadwheels, located by transverse lower arms at the front, and by transverse and trailing arms at the rear; anti-roll bars are fitted at front and rear. The Estate rear suspension is of a different design, to give maximum loadspace inside the vehicle, with self-levelling suspension units available as an option. On some models, the suspension is electronically-controlled through the Adaptive Damping System.

The steering is power-assisted, the pump being belt-driven from the engine, and the rack-and-pinion steering gear mounted behind the engine.

The vacuum servo-assisted brakes are disc at the front, with drums at the rear on most models; disc rear brakes and an electronically-controlled Anti-lock Braking System (ABS) are available on some models, with a Traction Control System (TCS) available as a further option where ABS is fitted.

Acknowledgements

Thanks are due to Champion Spark Plug, who supplied the illustrations showing spark plug conditions. Certain other illustrations are the copyright of the Ford Motor Company, and are used with their permission. Thanks are also due to Sykes-Pickavant Limited, who provided some of the workshop tools, and to all those people at Sparkford who helped in the production of this manual.

Project vehicles

The main project vehicle used in the preparation of this manual, and appearing in many of the photographic sequences, was a 1993-model Ford Mondeo 2.0 Si Hatchback. Additional work was carried out and photographed on a 1993-model 2.0 Si Saloon and a 1993-model 2.0 Ghia Estate (with automatic transmission).



Ford Mondeo 2.0 Ghia Saloon



Ford Mondeo 1.8 GLX Estate

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web health industry training page 7 f bsbcus501c manage quality customer service assessment tool how can customer feedback be collected and used and why is it necessary to consult with customers internal and external and with other stakeholders when monitoring and assessing the organisations

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web develop and manage organisational systems for quality customer service develop and review plans policies and procedures for delivering and monitoring quality customer service implement policies and procedures to ensure quality customer service solve complex customer complaints and system problems that lead to poor customer service

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web to complete the unit requirements safely and effectively the individual must outline the legislative and regulatory context of the organisation relevant to customer service describe organisational policy and procedures for customer

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web may 31 2023 bsbcus501 manage quality customer service assessment added on 2023 05 31 this assessment covers the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation

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web techniques for solving complaints including the principles and techniques involved in the management and organisation of customer behaviour customer needs research customer relations ongoing product and or service quality problem identification and resolution quality customer service delivery record keeping and management

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web method of assessment critical aspects for assessment evidence of the following is essential health industry training assessment may include observation questioning and evidence gathered from the workplace or simulated environment plans policies or procedures for delivering quality customer service demonstrated techniques in solving

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customers in the planning process

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web review of records reports and recommendations about managing customer service guidance information for assessment holistic assessment with other units relevant to the industry sector workplace and job role is recommended

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web bsbcus501 manage quality customer service learner instructions 3 monitor and improve customer service submission details students name student id group a assessor s name kazi salah uddin assessment date s 21 08 2020 the assessment task is due on the date specified by your assessor

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web develop a questionnaire to collect customer feedback related to kpis and or designed to uncover identifiable gaps between services provided including the quality of service and customer expectations