

➤ Exam Overview

Exam Name	Exam Form	Time of Exam	Pass Score/Total Score of Exam
MT-DHSA	Theory Exam	60min	80/100
	Lab Exam	100min	

➤ Exam Outline

• Basic Knowledge of RMA Process

- Know how to use RMA reservation and track RMA status
- How to make RMA reservation and track RMA status online
- Know how to query RMA status

• ESD Basic Control

- Get the knowledge of ESD and ESD control
- Understanding how to control and avoid ESD
- Understanding how to prevent electronic product from static electricity damage
- Get the knowledge about how to arrange the ESD facilities of repair center

• 5S On-site Management

- Develop good working habits, organizational discipline and professionalism
- Develop the habit of abiding by rules and regulations and working discipline, and strive to create a workplace with a good atmosphere
- Employees abandon bad habits and turn to the good

• KPI Introduction

- KPI Reference and Definition

*Note: The content of this article only for reference, other related content not mentioned in this article may also appear in the exam.