Standard Operating Procedures

Effective Date: January 1, 2026

These Standard Operating Procedures (SOPs) outline the consistent processes followed by Computer Repair Queens to ensure safe, reliable, and high-quality service delivery.

1. Appointment Scheduling

- Customer requests are received via phone, email, or website form.
- Service type, location, and availability are confirmed before scheduling.
- Customers receive confirmation with appointment details.

2. Pre-Service Preparation

- Technicians review service details prior to arrival.
- Required tools, parts, and equipment are prepared in advance.
- Technicians follow safety and hygiene standards before entering a property.

3. On-Site Service Procedures

- Technicians identify themselves upon arrival.
- Initial diagnostics are performed and explained to the customer.
- Repairs or installations are completed using approved tools and parts.
- Work areas are kept clean and organized.

4. Smart Home & Network Services

- Devices are installed and configured according to manufacturer guidelines.
- Network access is used only as required for service completion.
- No personal data is accessed, stored, or monitored.

5. Pick-Up & Drop-Off Services

- Items are documented at pickup and delivery.
- Devices are handled carefully to prevent damage.
- Customer confirmation is obtained upon completion.

6. Quality Assurance

- All repairs and installations are tested before job completion.
- Customers are shown completed work and given usage guidance.
- Any follow-up requirements are documented.

7. Payment & Documentation

- Invoices are provided upon service completion.
- Payments are processed securely.

- Service records are maintained for internal reference.

8. Customer Communication

- Customers are treated respectfully and professionally.
- Clear explanations are provided for services performed.
- Concerns or complaints are addressed promptly.

9. Safety & Compliance

- Technicians follow workplace and electrical safety standards.
- Local laws and regulations are observed.
- Protective equipment is used when required.

10. Continuous Improvement

- Customer feedback is reviewed regularly.
- Procedures are updated to improve service quality.
- Training is provided as needed.

11. Contact Information

Computer Repair Queens
Email: Computer Repair Queens@gmail.com
Phone: 929-678-5513
Service Area: New York & New Jersey