

SEF step: Appointment

What should be the outcome of the solution: Customer can freely select which date and time suits them best for the appointment.

KPI: 7.3.1 Q2. Ease of booking your appointment

What do you need (tools): (JLR) Online Appointment Tool

Who do you need: Service Manager, Service Advisor, Receptionist, IT manager

How to:

Step 1: Consult your RTM and IT Manager.

Step 2: Get access to Online Appointment Tool provided by JLR

Step 3: Embed and install the Online Appointment Tool into your homepage.

Step 4: Define a process for the handling of online appointments.

Step 5: Allocate clear responsibilities to the staff so that all know what to do and when.

Step 6: Train the staff on how to use and manage the tool.

Step 7: Monitor the use of the tool on at least a monthly basis to assure that all appointments are realised in accordance with the customers wishes.