D:\MSX\A Client Projects\JLR\3612023 JLR Customer Experience\Operational\A Operations\APPs\LH\Dec in\ReadySEF step: Appointment

What should be the outcome of the solution:

The outcome should be that the customer receives the right mobility offer.

KPI: Mobility

What do you need (tools):

Alternative options for mobility, budget.

Who do you need: Dealer Principal, Service Assistant, Service Manager, Mobility Clerk.

How to:

Step 1: Develop a list of alternative mobility offers; rental cars, bicycles (e-bikes), taxi vouchers, public transport, collection and delivery service.

Step 2: Agree a set of rules on when to offer which option.

Step 3: Define a cost and income model to validate that the costs can be covered by the repair costs.

Step 4: Define a mobility handling process with responsibilities

Step 5: Allocate process and responsibilities to the staff including planning, documentation, handover, taking back.

Step 6: Integrate the mobility process into the appointment, arrival and collection process.

Step 7: Start a pilot phase to test the feasibility of the mobility offers and constantly monitor costs.