

**SEF step:** Preparation

**What should be the outcome of the solution:** Less lost work time, lower lead times and increased customer satisfaction.

**What do you need (tools):** DMS order history, JLR Online Service history.

**Who do you need:** Service Assistant, Service Advisor, Workshop Manager.

**How to:**

Step 1 Make sure that you clearly understand the customer's concern.

Step 2: Check the DMS to see if the same repair was done earlier.

Step 3: If the repair was already done then make sure you flag the repair in the appointment and workshop planner.

Step 4: Explain to the customer the nature of the repair and agree on the costs (Goodwill).

Step 5: Confirm with the Workshop Manager that the repair will be handled with special attention.

Step 6: After the work is done, confirm with the Workshop Manager that the repair has been completed and resolved the customer's concern.