

SEF step: Repair

What should be the outcome of the solution: Lower number of repeat repairs.

KPIs: Quality/FiRFT, Value for money

What do you need (tools): DMS repair order, Online service history, TOPIX, Technical bulletin, repair instructions.

Who leads it: Service Manager.

Who is the target audience: Service Advisor, Workshop Manager, Technician.

How to:

Step 1: Make sure that the work order contains the:

- a. Customer concern in their own words
- b. Definition of the problem via test drive with the customer present
- c. Definition of the Diagnosis and repair to be fulfilled

Step 2: Hold daily meetings with the Workshop Manager to make sure that the content of the work order is clearly understood.

Step 3: After the repair check the Technician's notes on the Work Order to make sure everything was done correctly.

Step 4: Make sure that a quality test has been done on the repair to make sure everything is done correctly.