

**SEF step:** Arrival

**What should be the outcome of the solution:** The workshop clearly understands the work to be done

**What do you need (tools):** DMS, Work Order

**Who leads it:** Service Manager

**Who is the target audience:** Service Advisors

**How to:**

Step 1: Confirm that the following are correct: Customer Name - Customer Address - Customer Email Address - Customer mobile and landline number

Step 2: Confirm how the customer prefers to be contacted in case of any additional work or problems

Step 3: Make sure that the customer request or complaint is written in their own words on the Work Order.

Step 4: Make sure that the correct repair and diagnosis are recorded on the work order.

Step 5: Clearly specify which parts will be needed for the repair.

Step 6: Make a note of the agreed time for returning the vehicle to the customer.

Step 7: Get the customer to sign the work order.

Step 8: Hold daily meetings with the Workshop Manager to discuss the Work Orders and to make sure that both the right diagnosis and right repair are fulfilled.