

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.