

SEF step: Repair

What should be the outcome of the solution:

Customer knows on time when there is a delay and can stay mobile during the delay.

KPI: Q3. Mobility, Q10c. Service Advisor recommendation.

What do you need (tools): Repair Order, Workshop Scheduling Board, DMS, alternative transport.

Who leads it: Service Manager.

Who is the target audience: Service Assistant, Service Advisor.

How to:

Step 1: The Technician advises the Workshop Controller immediately of the delay and the nature of the delay along with the new completion time.

Step 2: The Service Advisor is informed immediately about the deviation.

Step 3: Check to see if the customer has a replacement vehicle and check to see if the vehicle

is available to the customer until the return of their car.

- a. They have a replace vehicle and it is available for the duration

Step 3a: Inform the customer of the delay and inform them that they can keep the replacement vehicle at no extra cost until the repair is fixed.

- b. They do not have a replacement vehicle.

Step 3b: Inform the customer of the delay and inform them that they can have a replacement vehicle at no extra cost until the repair is fixed. Offer to deliver the replacement vehicle to their place of work or home.

- c. They have a replace vehicle, BUT it is not available for the duration

Step 3c: Work together with the Service Assistant to enable the customer to keep the replacement vehicle until their vehicle is ready. Inform the customer of the delay and inform them that they can keep the replacement vehicle at no extra cost until the repair is fixed.