

Introduction

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Overview:

Service will be done for part replacement in with warranty condition & without warranty condition for sales product.

Business case:

1) In manufacturing industry example lift is sold to customer & it is working for one year, if some parts are damaged in the machine then it needs to be replaced.

2) Customer will raise service call, based on that complaint service person will take action whether there will be service visit or phone communication to solve the complaint.

3) If it is service visit service person will check whether the parts are under warranty or without warranty condition.

4) Then parts will be replaced by service visit to the customer place & procedures are mentioned below for service call.

- a) Service followup
- b) Service Jobcard
- c) Service Feedback