

Introduction

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

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