

PARTS APPOINTMENT PREPARATION WORKFLOW



#	SERVICE ADVISOR	PARTS STAFF	TECHNICIAN	EXPLANATION
1	APPOINTMENT BOOKING			Appointment booked
2	TRANSFER INFO OF THE APPOINTMENT TO THE PARTS STAFF			Provide all the appointment information to the parts staff
3		CHECK APPOINTMENT UP TO 3 DAYS IN ADVANCE		Verify every day all the appointment (at least 3 days in advance), in order to verify any missing information necessary to prepare / order the spare parts
4		VERIFY TYPE OF JOBS AND CUSTOMER REQUEST		Print / Write the picking list for each appointment
5			VERIFY ANY SPECIFIC TECHNICAL REQUEST	Check with the master technician and the service advisor any specific technical case
6		VERIFY PARTS STOCK AVAILABILITY		Verify part available for all the booked appointment and pre-picked lists
7		ORDER ANY NOT STOCKED PARTS		Order the missing parts at least 3 days prior the day of the appointment (Stock Order!). Create a dedicate order file / folder to follow up specific workshop customer orders
9	INFORM THE CUSTOMER ABOUT THE ETA AND IN CASE REBOOK THE APPOINTMENT	INFORM THE SERVICE ADVISOR OF ETA		Call the customer to inform him about the parts available date and in case, book a new appointment
10				Every day, prepare the picking parts, to get ready for the working day
8		PREPARE THE PRE-PICKING PARTS FOR THE APPOINTMENT		Provide feedback to the service advisor about any back order parts and the estimated time of arrival