



#	SERVICE ADVISOR	WORKSHOP SUPERVISOR	MASTER TECHNICIAN	TECHNICIAN	EXPLANATION
1		JOB ORDER CHECK & Allocation			Description of job and diagnostics
2	JOB Explanation				Check additional information, e.g. feedback from the customer
3		Job allocated			Take special skills into account
4				JOB DIAGNOSYS	Diagnosis of the problem
5			MASTER TECHNICIAN ENGAGEMENT		The technical expert provides more detailed information
6			BOL+ OPENING		Open the BOL+ and fill in the test report
7			HANDOVER TIME / DATE AGREEMENT		Regularly check (max every 2 hours) any feedback from Maserati Technical department
8				JOB EXECUTION	
9			BOL+ CLOSURE		Report in the BOL information on the activities to be carried out to complete the process