

03 | WORKSHOP PRE-PICKING



Standard Benefits

- **Customer:** Retrieve your vehicle within the announced time.
- **Dealership:** Increase in productivity of technicians (5 to 10mn per intervention, no waiting at Parts desk). Pre-order parts to avoid missing items and reduce vehicle immobilization time.

Main functions concerned: Parts Staff, Technician.

1 Check Parts Availability

- On the basis of the workshop appointments, 2 days before each workshop entry, the Parts Staff:
 - Draws up the list of the parts required for the intervention and then transfer them to the Customer file (created when booking is taken)
 - Checks parts availability, orders them if necessary
 - Allocates the list of parts to the folder to remove them from the parts stock list.
- For the next day's appointments, the Parts Staff checks for new appointments, in which case the availability of the parts is checked.

2 In advance prepared parts

- 24h to 48h before the intervention, the Parts Staff:
 - Places the parts in boxes identified with the order number with the picking voucher.
 - The intervention date is reported on each tray (day and week).
- For appointments of the next day not previously identified, the parts are prepared according to the same principle.

3 Parts trays available to the technicians

- Depending on the set-up organization, the parts trays are:
 - Available for technicians on a dedicated and accessible shelf in the workshop,
 - or
 - Brought to technicians and arranged in a dedicated area of their workstation.
- In case of canceled appointment, the parts are put back in stock and the picking vouchers canceled.

4 After intervention, trays returned to the warehouse counter and unused parts returned to the stock

Dealership name	Dealership Director	Aftersales Manager	Applied by
Name / Date / Signature			