

# 12 | RETURNS TO THE WORKSHOP



## Standard Benefits

- **Customer:** Restoring the Customer's trust.
- **Dealership:** Rebuild Customer satisfaction, create a professional image, avoid Brand degradation, reduce margin consumption.

**Main functions concerned:** Service Advisor (SA), Aftersales Manager.

## 1 Identification of workshop returns upon appointment

- Appointment proposed within 2 working days and identified as a workshop return in the reception schedule.
- The Aftersales Manager is systematically informed of each workshop return.

## 2 Identification of "return workshop" files at reception and workshop

The identification of the "return workshop" files in reception is at a minimum:

- A visual guide on the repair order (color tablet, label, specific stamp, ...)
- A workshop-specific color pouch containing all the items in the file.
- The "returns to workshop" files are visually identified in the load of the workshop agenda.

## 3 Identification of vehicles in return workshop

During vehicle inspection by the SA, a specific marker is placed on the vehicle to highlight a workshop return (mirror hanger, flag etc.).

This marker is to be removed after quality control before return to the customer.

## 4 Intervention concerned with a workshop return carried out with special care

At the workshop, the resolution is:

- Supervised by the Workshop Foreman or the Quality Controller
- Subject to systematic quality control before return by a person authorized by the Aftersales Manager.

Refer to the Aftersales [Operating Standard N°8 Quality Control before vehicle return](#)

## 5 Detailed return and explanation of the work performed to the Customer

- Conducted by the Service Advisor and for sensitive files, by the Aftersales Manager.
- Perform a road test with the Customer, if necessary, in order to validate with her/him the fix made.

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## 6 Returns to workshop animation and follow-up on the resulting action plans

Weekly follow-up with Quality Controller, Workshop Foreman and Service Advisor to share:

- Workshop returns and weekly updates with root cause identification and recurrence
- Follow-up of the current action plans until their closure
- Analysis of key indicators (Quality Survey, workshop return rate, hours not invoiced, ...).

This animation is particularly detailed in the [OS N° 9 Preventive treatment of Non-Quality in Aftersales](#).

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