

# Операционный стандарт сервис/запасные части

Подготовка к визиту клиента на сервис



# Намерения и цели

Улучшить операционную эффективность продаж ЗПЧ

*Улучшение эффективности работы сервисной станции путем сокращения времени ожидания механиков*

Предвидеть нехватку запчастей

*Подготовка ЗПЧ для предстоящей работы до приезда клиента*

*Оформление своевременного заказа запчастей*

Улучшить удовлетворённость клиентов:

*Уменьшить количество повторных заездов из-за незавершённых работ*

*Guarantee at the restitution at the time programmed with the customer*

*Make the Parts store man - salesperson available for customers at the counter*

*Увеличение времени работы с клиентов,*

Для достижения этих целей мы внедряем:

Операционный стандарт  
«Подготовка к визиту клиента»

# Principles of Parts/After-Sales Pre-Picking

## —Improve operational efficiency

- *Limiting movements*
- *Limiting the time that mechanics and technicians spend waiting*

## —Anticipate

- *Preparing work orders before the customer arrives*
- *Ordering and preparing the parts just in time*


## —Distributing information and flagging anomalies

- *The prepared work orders are available*
- *The receptionists are warned of missing parts before the customer arrives*


# Mise en place du Pré-picking PR-APV

**Workshop pre-picking is used by PEUGEOT approved repairers with more than five mechanics for:**

- Current servicing operations
- Packaged works
- Interventions related to reminder campaigns
- Interventions following a previous quote or diagnosis



The parts required for the work on the vehicle are ready in a plastic bin specific to the vehicle/work order.



If a part is unavailable:

- an urgent order, without inconveniencing the customer
- inform the After-Sales receptionist (in the event of risk)

# THE OPERATIONAL STANDARD

# The Operational Standard

## « Workshop pre-picking »



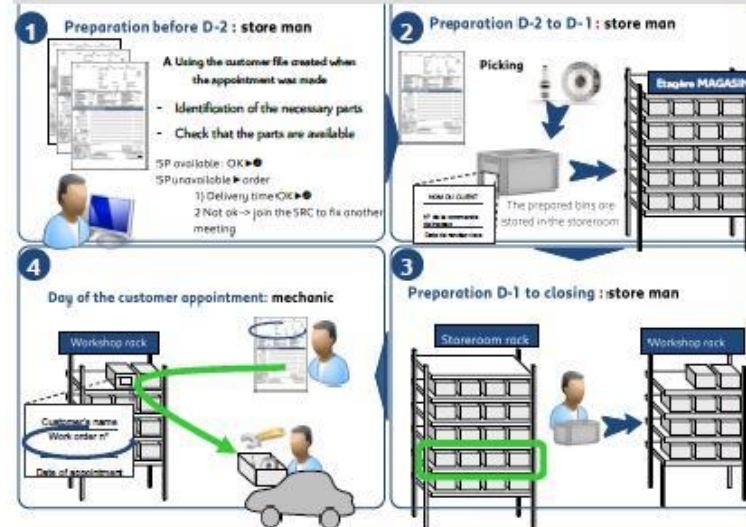
OPERATIONNAL STANDARD AFS/SP  
**WORKSHOP PRE-PICKING**

Benefits	For the point of sale:	more efficient operations by anticipating shortages of spare parts
	For the customer:	the parts required for a customer appointment are prepared before the customer arrives

Scope: Approved Repairers with more than five mechanics Version 09/2012

Principle: the spare parts store man prepares the parts for the next day's appointments for:

- Current servicing operations
- Packaged works
- The reminding campaigns
- Work following a diagnosis of a quote



The parts required for the work on the vehicle are ready in a plastic bin specific to the vehicle and a work order. Depending on the working procedures in the point of sale: The mechanic takes the bin without waiting

If more parts are required after disassembly, the mechanic asks for them and carries on working, while the store man prepares and brings the necessary parts.

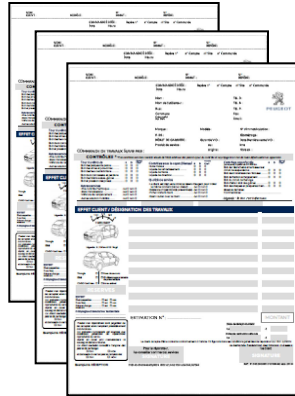
# Prepare the intervention

## 1 Preparation before D-2: store man

So that the store man can prepare the right parts for the vehicle and the type of repairs

The receptionist opens a customer file when making the appointment and enters:

- The customer details
- The vehicle details [VIN, VIS, mileage, etc.]



- Identification of the necessary parts**
- Check the availability of the SP**

SP Available: OK ► ② [step 2]

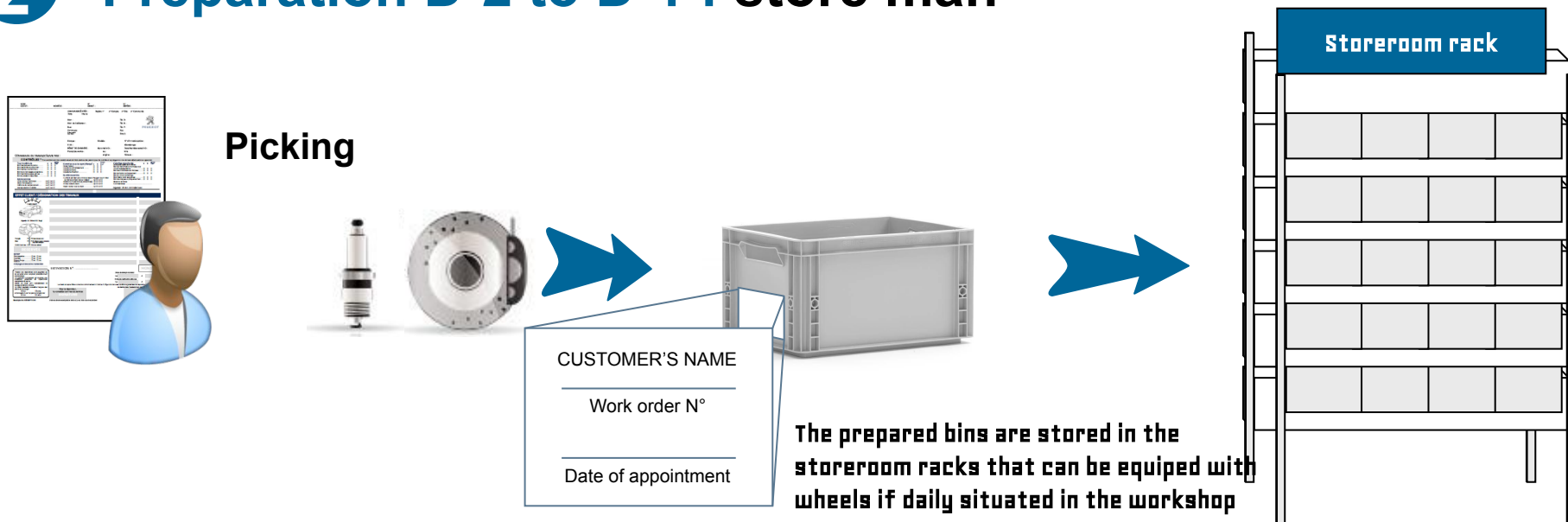
SP unavailable ► parts order

1) Delivery schedule OK ► ②

2) Delivery schedule not OK: inform SRC to reschedule meeting

# Prepare the Intervention

## 2 Preparation D-2 to D-1 : store man



*In the event of an anomaly*



**URGENT  
Order**

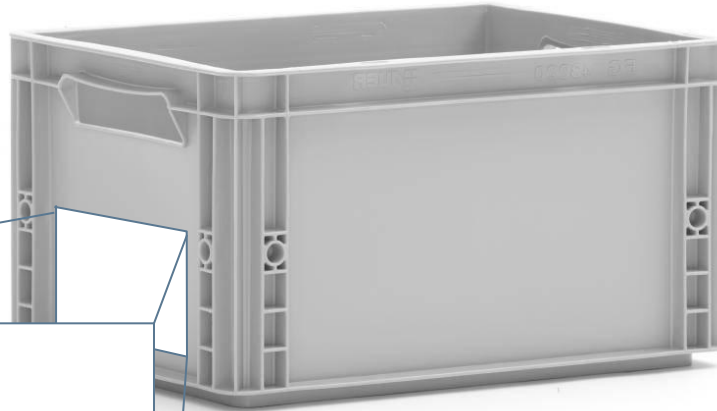


**Inform the receptionist**  
(If risk of unavailable parts)

# Prepare the Intervention



Actions by the parts store m:



CUSTOMER'S NAME

Work order N°

Date of appointment



## Tips



- Use of a sticker and an erasable pencil
- Use standard bins that are readily available.

- Use two types of bins with the following dimensions:

Small bin: 200x300x200 mm

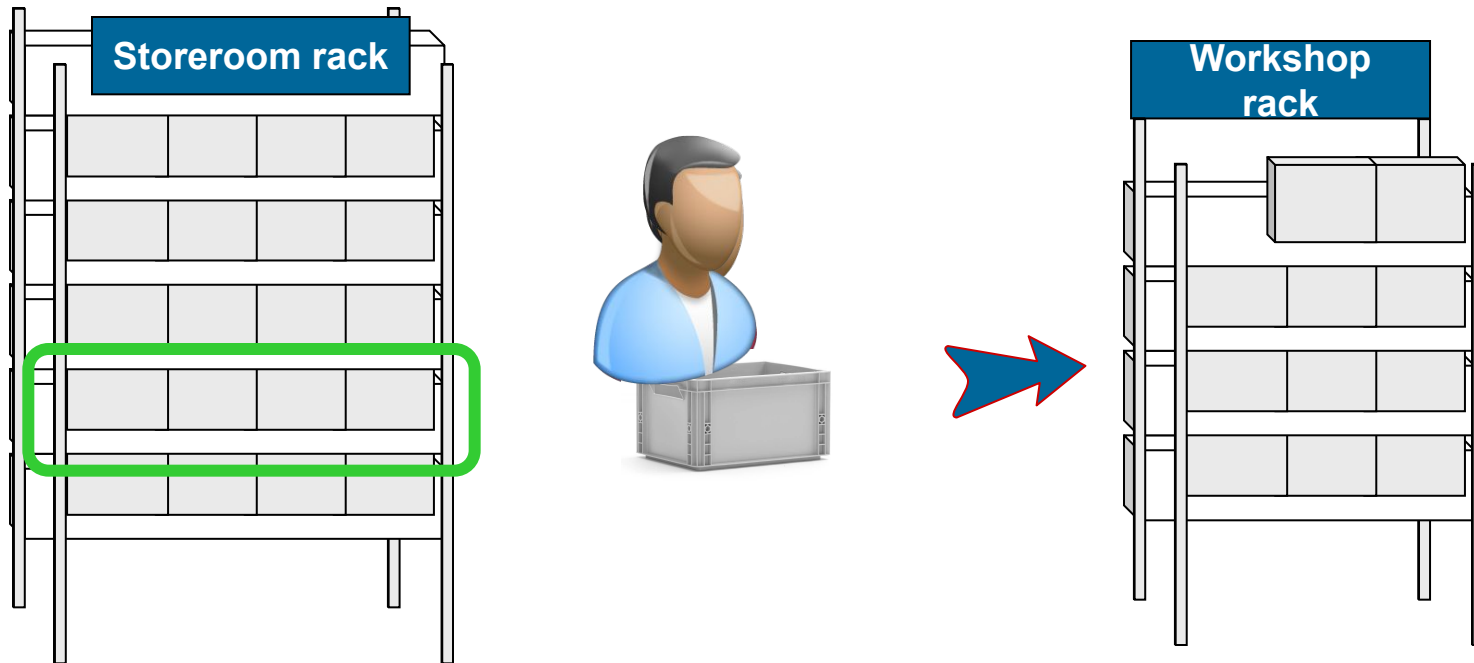
Large bin: 300x450x200 mm

NOTE : All the workshop pre-picking bins must be of the same color. If the point of sale wants to use pre-picking for over-the-counter customers, then another color must be used.

# Prepare the Intervention

3

**Preparation D-1 at closure of the workshop : store man**

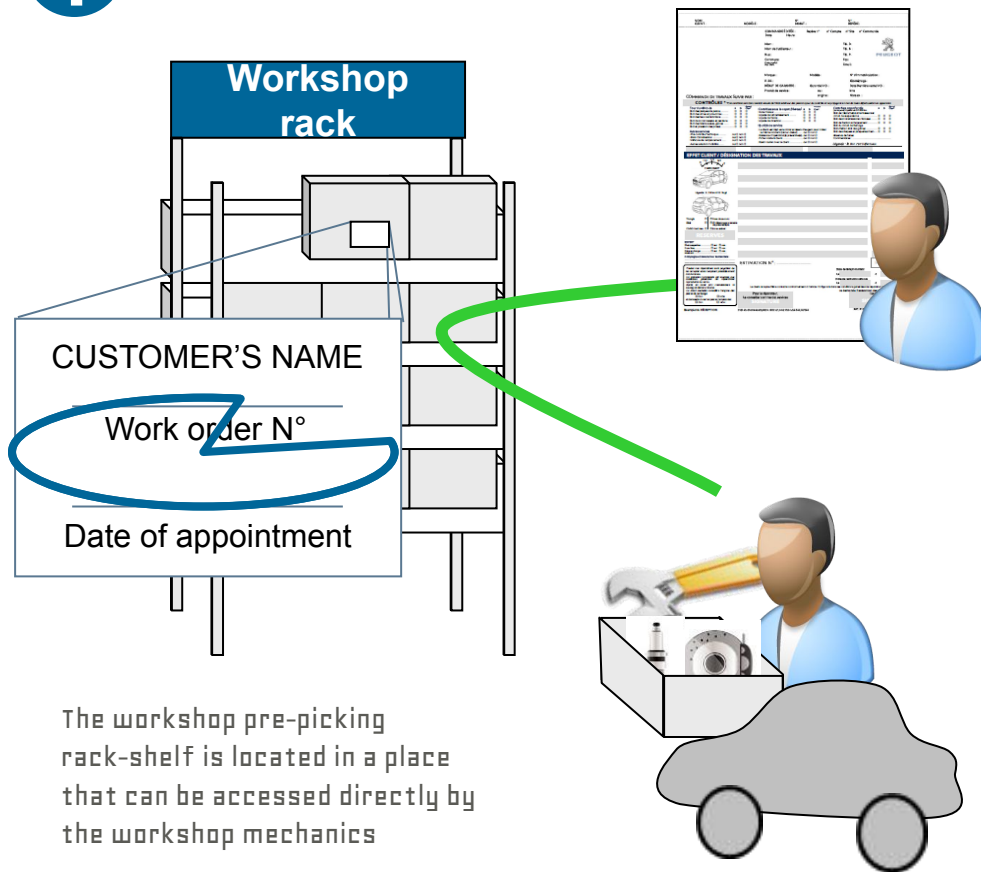


**The workshop rack is located in a secure area or in a room which can be locked**

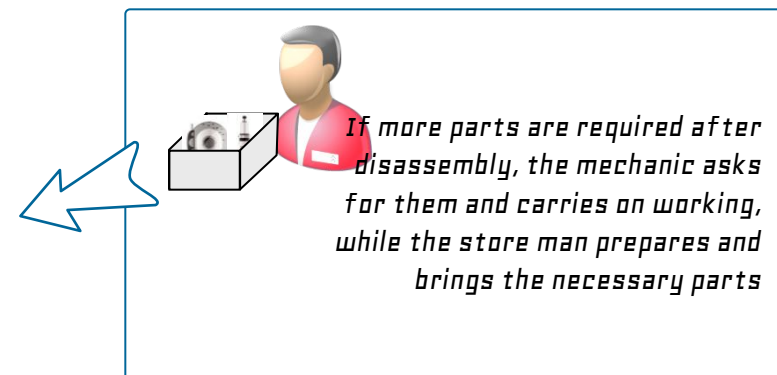
# Use the parts ready for the intervention

4

Day D, when used by the workshop: mechanic



The parts required for the work on the vehicle are ready in a plastic bin specific to the vehicle and a work order. The mechanic takes the bin without waiting



# VISUAL MANAGEMENT of pre-picking

## Preparation by the STORE MAN: store the bins by appointment date

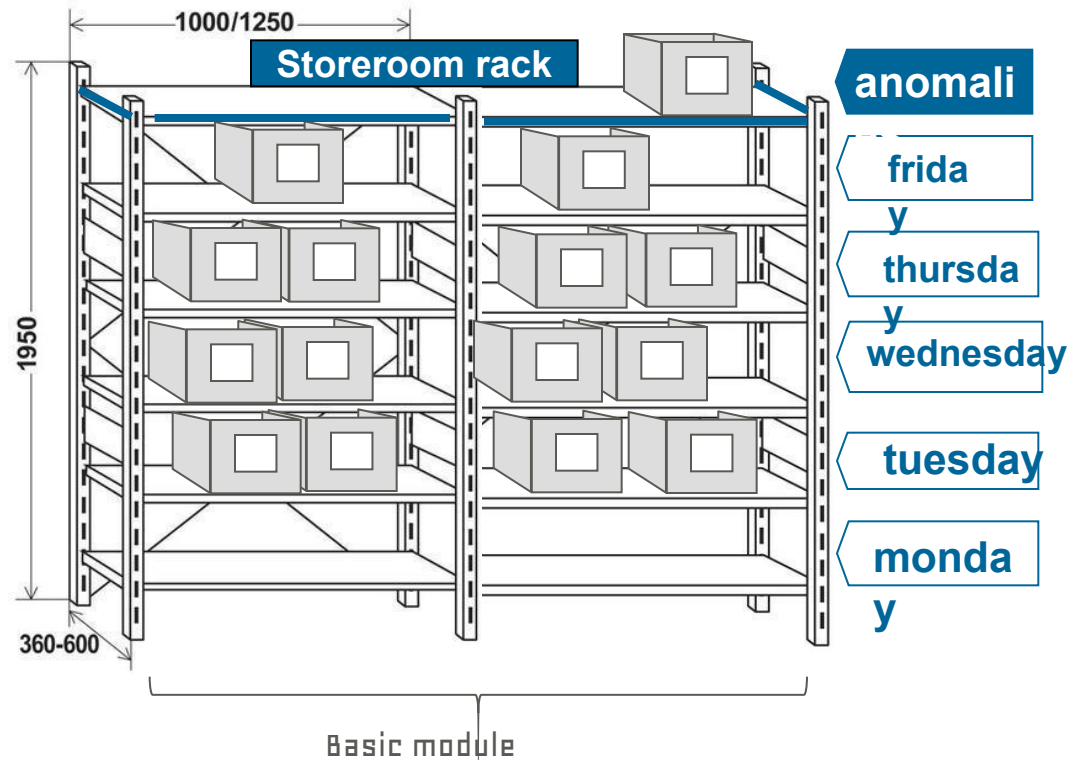
Depending on the size of the point of sale or the volume of After-Sales business, provide shelves for 5 days at the most and 2 days at the least

### PURPOSE OF VISUAL MANAGEMENT

Make the store man's and the Parts Manager's jobs easier

=> immediately see the prepared orders

=> immediately see anomalies or incorrectly prepared orders



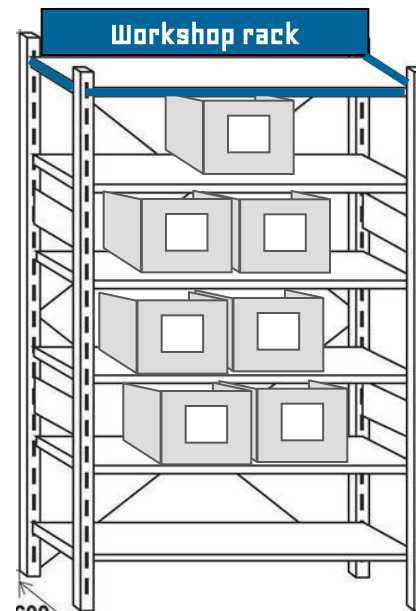
The ANOMALY zone is used to isolate incomplete orders and raise a warning

# VISUAL MANAGEMENT of pre-picking

For the WORKSHOP: the bins are made available for the workshop at the closure of the workshop for the next day

To make the mechanics' jobs easier  
=> quick access to the right box

To make the store man's, the Team Leader's  
and the After-Sales Manager's jobs easier  
=> immediately see the prepared and unused orders  
=> immediately see incorrectly prepared orders



anomalies

Zone for ANOMALIES and  
INCOMPLETE work orders

The ANOMALY zone is used to isolate incomplete orders and raise a warning

# How to implement the standard?

## Secure the bins prepared for the workshop rack

Solution 1 : rack on wheels, kept in the parts store overnight



Solution 2 : rack with door that is locked overnight

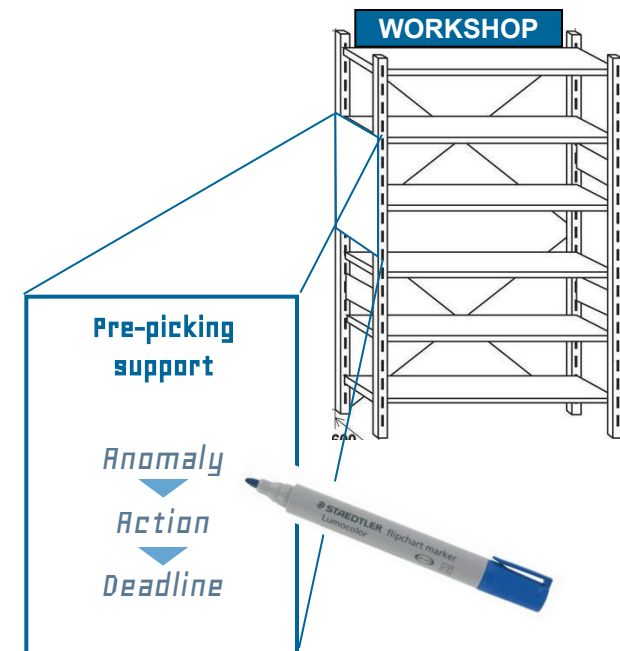


... there are a number of solutions. It is up to each point of sale to find the most suitable solution...

# How to implement the standard ?



1. The Parts-Accessories Manager and the After-Sales Manager decide on the location of the WORKSHOP pre-picking rack
2. Order the equipment required to set up the pre-picking [quantity of bins that matches the number of workshop visits, rack-shelves suited to the number of workshop visits]
3. Le rôle du responsable APV est de :
  - 4 Implement the standard
  - 4 Check, at least once a week, that all the work orders have been prepared for the next day
  - 4 Check, at least once a week and in one prepared bin, that ALL the parts required for the job are present
  - 4 Correct any anomalies that resulted in incorrect prepa
4. Once a week, the Parts-Accessories Manager and the After-Sales Manager review the improvements to be made



Example of pre-picking support on a small white board attached directly to the WORKSHOP rack

# The results achieved by pre-picking

## For the receptionist

- The work orders are prepared
- The parts are ready
- Warnings of unavailable parts are received

  
More time for customers

More time to make  
additional sales

## For the mechanic-technician

- No time spent waiting for parts at the Parts counter
- No unnecessary movements

More time to work on customers' vehicles  


More efficient and composed work

## For the store man

- The parts are ready
- The orders are received early
- Only real emergencies are treated as emergencies

  
Greater efficiency, tasks smoothly spread throughout the working day

More available for counter customers

THANK YOU