

# Key Elements of a Service Department Process Map

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- 1. Customer Check-In:**
  - a. Initial Contact: Customer schedules an appointment via phone, online, or walk-in.
  - b. Reception: Customer is greeted and their needs are assessed.
  - c. Documentation: Collect customer information, boat details, and service requirements.
- 2. Job Scheduling:**
  - a. Work Order Creation: Generate a detailed work order specifying the tasks to be performed.
  - b. Parts Availability: Check and order necessary parts.
  - c. Technician Assignment: Assign the job to a qualified technician based on skill and availability.
- 3. Service Execution:**
  - a. Pre-Service Inspection: Conduct a thorough inspection and document any additional issues.
  - b. Service Work: Perform the required maintenance or repairs.
  - c. Quality Control: Conduct a post-service inspection to ensure all work meets quality standards.
- 4. Customer Communication:**
  - a. Updates: Provide regular updates to the customer on the status of their service.
  - b. Approval for Additional Work: If additional issues are found, get customer approval before proceeding.
- 5. Job Completion:**
  - a. Final Inspection: Ensure all work is completed and the boat is in optimal condition.
  - b. Customer Notification: Inform the customer that their boat is ready for pickup.
  - c. Documentation: Complete all necessary paperwork and update service records.
- 6. Customer Pick-Up:**
  - a. Review Work Done: Go over the completed work with the customer.
  - b. Payment: Process the payment and provide an invoice.
  - c. Feedback: Ask for customer feedback to improve future service.
- 7. Post-Service Follow-Up:**
  - a. Follow-Up Call: Contact the customer after a few days to ensure they are satisfied with the service.
  - b. Surveys: Send out a satisfaction survey to gather more detailed feedback.

By incorporating these elements into your service department process map, you will create a more efficient and customer-friendly service experience. Thanks to Valerie Ziebron, Bob McCann and Mark O'Dell of Alpin Haus for their information that MRAA's AI content delivery system AIMIE used to help create this process map.

