After Sales Department - Repair Processing Flowchart

Customer	Logistic Front Desk Receptionist	Logistic Engineer	After Sales Engineer	Responsible Unit Liaison

End

Give feedback and notice to reinspect

Up to standard

Receive feedback form & recheck

Receive repair feedback and record the processing

Require for repair

Receive repair request

Below standard

Analyze the problem and send dispatch list

Repair

Decide whether it can be solved by repair

Check on site to see whether it is guaranteed for repair

Is it a serious problem?

No

No

No

Yes

Find other solution

Find other solution

Investigate on site

Make repair plan & solution

Review solution

Supervise and follow up serious problem processing

Repair

End

Give feedback and notice to reinspect

Up to standard

Inspect and accept serious problem processing result

Below standard