Service Improvement Panel

Jack Duncan

Panel Leader

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1

Panelists

- Richie Creech
  - CopyPro
    - Greenville, NC
- Ezra Ethridge
  - Kelly Office Solutions
    - Winston Salem, NC
- Jeremiah Shepard
  - Dove Print Solutions
    - Florence, SC

2

Agenda

- We will be discussing several topics having to do with the impact of COVID on our industry
  - COVID has caused layoffs in our Service Department!
  - What can we do about excess parts inventory from leftover car stocks?
  - How do we select Technicians we want to bring back?
  - Service Territory Strategies

3

Service Department Layoffs

- **How do we maximize remaining:**
  - **Support Personnel**
  - **Managers**
  - **Technicians**

4

Excess parts

- How do we address Car Stocks no longer in use?
  - Return to Main Warehouse
  - Returns?
  - Sell?
  - Smaller orders
  - Write off Obsolete?

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Selecting those we want to re-hire / add

- Criteria?
  - Seniority
    - Higher cost
      - Efficiency
  - First Call Effectiveness
    - Callbacks vs. Car Stock
  - IT Skills
  - Location
  - Personality
  - Customer feedback

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Service Territory / Assignment Strategy

- Confined Geography
- First Call Effectiveness
  - By Technician
    - Callbacks
  - By Model
  - By Manufacturer / Segment
  - Parts Hold
    - Can be fixed

7

Additional Questions

Anything else you would like to ask?

8

Open Discussion

Please feel free to ask questions and provide your feedback!

9

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10

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Thanks for Your Time!

11