

## EXAMPLE OF A SIMPLE-PROCESS SOP

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### KEEPING CUSTOMERS WELL INFORMED

1. Customers must be called every other day to be kept adequately informed on their vehicle repair progress, unless the customer specifically requests a different method or frequency of communication. This communication could simply mean leaving a message on their voice mail if using their primary phone number.
2. Always call immediately following Damage Analysis to update and give an estimated completion date.
3. Each time a customer is communicated with, notes to document the conversation must be entered into CCC One. This includes leaving a voice mail message, email, text or any other means. If there is no note, it will be assumed by management that the communication did not take place.
4. In addition to the "every other day" standard, the customer should also be contacted on the morning of the anticipated delivery date (by 10 AM) to set the expectation that the vehicle repairs will be finished later that day and that a second call will be placed once the repairs have been fully inspected for quality.
5. During the call to inform the customer of repair completion, it is suggested that you verify (again) that the customer understands what they will be expected to pay when they arrive.

#### KEEPING CUSTOMERS WELL INFORMED – Critical to Quality

1. COMMUNICATE WITH CUSTOMERS AT LEAST EVERY TWO DAYS.
2. EACH CONTACT AND ATTEMPTED CONTACT MUST BE DOCUMENTED IN CCC ONE NOTES.
3. CUSTOMERS SHOULD BE CALLED THE MORNING OF THE DELIVERY DATE BY 10:00.
4. CONFIRM PAYMENT ARRANGEMENTS WITH THE CUSTOMER BEFORE THEY ARRIVE.