Customer Service Engagement Requirements

- Customer and Partnership Structure
  - Customer definition
  - Organization Chart
  - Initial contact person name/e-mail
  - Contacts list for both parties
- Product and Logistics Details
  - Products (SKUs)
  - Distribution channel and area
  - Products delivery locations
  - Same error code system
- Service Scope and Definitions
  - Warranty period
  - Service period
  - Spares definition (Materials/Packing)
  - Spares content list provide
  - Spares explore drawing with Customer P/N
  - Parts expendable (RTV/AutoScrap)
  - Service Manual provide if available
- RMA and Repair Process
  - RMA Flow Chart
  - RMA Number release with symptom provided
  - P.O & RMA place/return channel
  - Return types
    - Return for Credit
    - Replacement
    - Advance Exchange
    - Repair
  - FRU/RMA TAT (Turnaround Time)
  - Warranty after repair
  - Repair data report collection
  - Test/Repair fixture/software requirements
  - Substitute parts test if necessary
  - Missing items report process
- Financial and Commercial Terms
  - Payment terms
  - Trade terms
  - Minimum order
  - Update time
  - Spares price (IW/OOW)
  - Limitation (compare with whole unit)
  - Customer abuse and Refurbish price
  - % FOC spares
  - NDF/NFF/CND rate requirement and charge
- Performance and Inventory Control
  - Forecast methodology and provide time
  - Safe stock (Spares and Unit) in world wide
  - First shipment requirement (items/quantity)
  - RMA rate on general/key parts
  - DOA verify Spec, period and process flow
  - Epidemic failure rate within period
- Escalation and Contingency (What If)
  - RMA/DOA rate over Customer requirement
  - Spares different/Shortage
  - Spares (FRU/RMA) shipping delay
  - Spares payment delay
  - Forecast provide delay or P.O not included
- Training
  - When
  - Product training
  - Where
  - Contacts

Presented with xmind