

# OIL LUBE SYSTEMS PVT. LTD.

An ISO 9001 : 2008 Certified Co.

**Faridabad, India**

Presents

## Mobile Service Van

For

 **Mahindra Passenger Vehicle Division**  
*Rise*

To Provide

## Door Step Service

To

## Customers



# Main Objective:

**Following Objectives Can Be Achieved by Providing Door Step Service thru Mobile Service Van.**

**Customer Satisfaction**

**Brand Building**

**Revenue Generation**



# Operating Process:



## Customer Contact thru Dedicated Help Desk...



Customer Care Executive  
Co. Call Centre

**CCE : Good Morning! Mr. Gupta,  
Your Car Service Is Due Today...**

**Mr. Gupta : Yah... I Know But I am very Busy, I can't come.**

**CCE : No Problem Sir We Have Facility of Fully Equipped  
Mobile Service Van Developed by OIL LUBE SYSTEMS P. LTD.  
to Give Service at your Door Step.**

**Mr. Gupta : Good! Can you send it on my Office?**

**CCE : Of course! Our Executive will Reach you soon.**

**Mr. Gupta : Great! It will be a Very Helpful Service for Customers  
Like Me...**

**CCE : it's our Pleasure to Serve You.**



**Mr. Gupta - Customer**

# Standard Operating Process

## **Service Reminders & Post Service Follow-up**

# Standard Operating Process

## Service Reminders

- **Customer Data Collection.**
- **Generate customer ID**
- **Call to Customer Intimating due date of Service & fix appointment.**



# Standard Operating Process

- **Customer ready to avail service at doorstep.**
- **Fix appointment with customer for door step service**
- **Inform MSV Team / WM for providing service thru MSV.**
- **MSV Supervisor to establish contact with customer for fixing appointment after receiving message from Help Desk.**
- **MSV Supervisor to ensure availability of MSV at designated & predefined location.**



# Standard Operating Process

## Post Service Follow-up

- MSV Supervisor to provide door step service thru MSV.
- MSV Supervisor to confirm Help Desk for completion of task with customer details.
- MSV Supervisor to Generate Report and sent to Help Desk.
- Help Desk to make a confirmation call to customer within 24 hrs. after MSV Supervisor's confirmation.



# Help Desk – Concern



## Post Service Follow-up

**Help Line No. to customers for lodging Service Query, Request & Complaints in future.**

- **Receive call from Customer and update data in log sheet**
- **Generate Unique Customer Reference No. (ID)**
- **Inform MSV Supervisor, WM with Customer Id.**
- **MSV Supervisor to establish contact with customer within 2 hrs. for fixing appointment after receiving message from Help Desk.**



# Help Desk – Concern



- **Ensure service within 24 hrs. at customer door step.**
- **Confirm Help Desk for completion of task.**
- **Help Desk to make a confirmation call to customer within 24 hrs. after MSV Supervisor confirmation.**
- **If customer is not satisfied complete cycle to be repeated.**
- **Help Desk to generate MIS and sent to WM on Weekly basis.**

# Thanks!!!

## Available Service At Your Door Step!

