

Animation 1.4

In this example of a Motor Repair Service we can see how the flow of the customer, information and materials occurs. We will see that the flow of information links the flow of the customer and the flow of materials through the system.

The Customer contacts the company to book the service repair ...

... and the company uses this information to take the reservation.

On the required day the customer delivers their car ...

... and the company designate the job a work number.

The car is then parked awaiting the work to be done.

Meanwhile the customer is allocated a courtesy vehicle and they use this whilst waiting for the job to be carried out.

The company now move the car into the service bay ...

... where it is tested to see what is wrong with it. Any required parts are then ordered and assembled.

The car is then serviced and the customer is contacted to say that it is ready to collect.

They return the courtesy vehicle which is then checked by the company.

A service invoice is prepared and the customer pays for the service repair.

Meanwhile the car is brought round and parked in front of the building ...

... ready for the customer to collect and drive home.