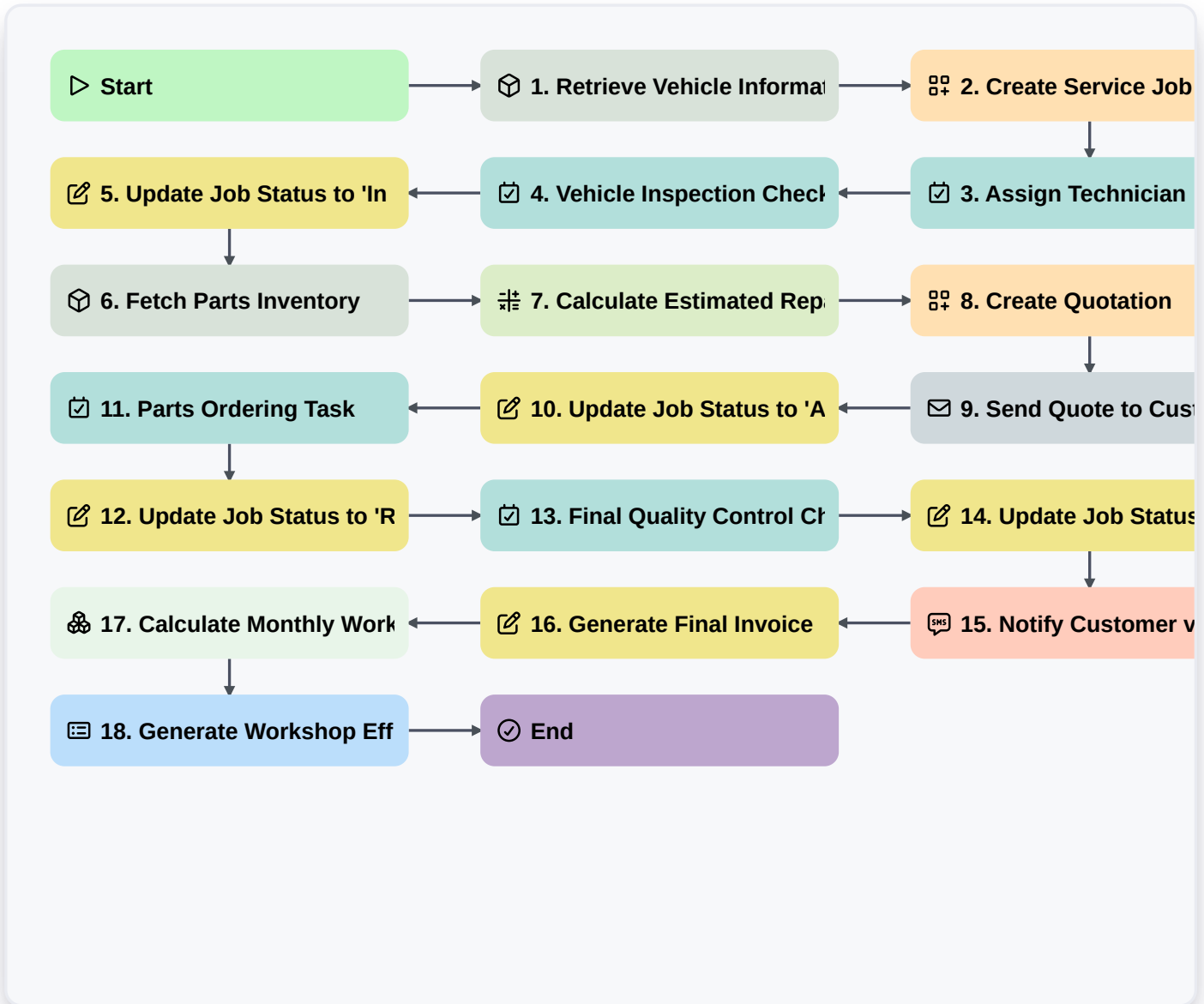


Automotive Aftersales Service Process



▷ Start

Start of the Workflow/Process.

📦 1. Retrieve Vehicle Information

Fetch existing vehicle data (VIN, Model, Last Service Date) from the Vehicle Data Model using the license plate.

📄 2. Create Service Job Card

Generate a new entry in the Service Orders Data Model to track the current repair session.

📝 3. Assign Technician

Create a task for the Workshop Manager to assign a mechanic to the newly created Service Job Card.

📝 4. Vehicle Inspection Checklist

Assign a task to the Technician containing a mandatory checklist for multi-point inspection.

📝 5. Update Job Status to 'In Progress'

Update the status field in the Service Order entry once the technician accepts the task.

📦 6. Fetch Parts Inventory

Retrieve available parts and quantities from the Inventory Data Model based on the required repair parts list.



7. Calculate Estimated Repair Cost

Sum the cost of identified parts and labor hours to calculate the total estimated price.

8. Create Quotation

Create a new entry in the Quotations Data Model containing the calculated cost and breakdown.

9. Send Quote to Customer

Send an email to the customer's registered email address with the quotation details and an approval link.

10. Update Job Status to 'Awaiting Approval'

Update the Service Order entry to reflect that the customer has been notified and is reviewing the cost.

11. Parts Ordering Task

Create a task for the Parts Department if any required components are not currently in stock.

12. Update Job Status to 'Repairing'

Update the Service Order status once the quotation is approved and parts are ready.

13. Final Quality Control Check

Assign a task to the Quality Supervisor to verify that all checklist items in the inspection task were completed successfully.

14. Update Job Status to 'Ready for Pickup'

Update the Service Order entry once the QC check is passed.

15. Notify Customer via SMS

Send an SMS notification to the customer's phone number informing them that their vehicle is ready.

16. Generate Final Invoice

Update the Service Order entry with the final actual costs and mark the service as completed.

17. Calculate Monthly Workshop Revenue

Aggregate all completed Service Order entries for the current month to sum the total revenue.

18. Generate Workshop Efficiency Report

Create a performance report based on technician task completion times and job durations.

End

End of the Workflow/Process.