

## REVISIT ANALYSIS FORMAT

<b>Customer Name:</b>			<b>Vehicle Reg. No.:</b>								
<b>Model:</b>			<b>Date of Delivery:</b>								
Previous Job Details	Job Demanded	Action Taken	PSF Status (Last Visit)								
Date:	1.		PSF by <small>(Chatbot/Voicebot/ CCE/CCM)</small>	Date	Rating	Dissatisfaction Reason (If any)					
Mileage:	2.										
	3.										
Group:	4.		Complaint Resolution Status (If dissatisfied in last visit)								
Mechanic:	5.		PRF by <small>(Chatbot/CCE/CCM)</small>	Date	Satisfied (Y/N)	Dissatisfaction Reason (If any)					
Current Job Details	Job Demanded	Action Taken	PSF Status (Current Visit)								
Date:	1.		PSF by <small>(Chatbot/Voicebot/ CCE/CCM)</small>	Date	Rating	Is it a repeat job? <small>Put tick (✓) mark</small>					
Mileage:	2.										
	3.										
Group:	4.										
Mechanic:	5.										
<b>Analysis:</b>											
Why 1:											
Why 2:											
Why 3:											
Why 4:											
Why 5:											
<b>Put (✓) Mark</b>											
Vehicle System	<input type="checkbox"/>	Noise/Vibration	<input type="checkbox"/>	Electrical	<input type="checkbox"/>	Transmission	<input type="checkbox"/>	Suspension	<input type="checkbox"/>		
Brakes	<input type="checkbox"/>	Body	<input type="checkbox"/>	A/C	<input type="checkbox"/>	Engine	<input type="checkbox"/>	Hybrid	<input type="checkbox"/>	EV	<input type="checkbox"/>
<b>Reasons for generation of revisit/repeat jobs: [put (✓) mark]</b>											
1. Product Quality	<input type="checkbox"/>	10. Request for Replacing Parts Under Warranty/Refund	<input type="checkbox"/>							<input type="checkbox"/>	
2. Poor Diagnosis by Service Advisor	<input type="checkbox"/>	11. Poor PDI by PDI Staff	<input type="checkbox"/>							<input type="checkbox"/>	
3. Road Test Not Done	<input type="checkbox"/>	12. Clarification/Queries/Feedback Suggestions	<input type="checkbox"/>							<input type="checkbox"/>	
4. Poor Workmanship in Last Visit	<input type="checkbox"/>	13. Customer Postponing Repairs	<input type="checkbox"/>							<input type="checkbox"/>	
5. Casual Attitude of Mechanics/Supervisor	<input type="checkbox"/>	14. Customer Education	<input type="checkbox"/>							<input type="checkbox"/>	
6. Spare Parts Not Available	<input type="checkbox"/>	15. Customer Reporting for a New/Different Job	<input type="checkbox"/>							<input type="checkbox"/>	
7. Poor Response/Postponing Repair by Workshop	<input type="checkbox"/>	16. Revisit due to Component Failure Replaced During Last Visit	<input type="checkbox"/>							<input type="checkbox"/>	
8. Not Adhering to Warranty Policy	<input type="checkbox"/>	17. Body Repairs	<input type="checkbox"/>							<input type="checkbox"/>	
9. Misbehaviour During Previous Visit	<input type="checkbox"/>	18. Others (please specify): .....	<input type="checkbox"/>							<input type="checkbox"/>	
<b>Single Point Learning:</b>			<b>Standard:</b>			<b>Implemented (Yes/No)</b>					
Signature of Supervisor:			Signature of Works Manager:								