



# Watsonville Ford C.D.J.R.

<b>Process</b>	<b>Special Order Parts for Service Customers (car down in shop)</b>				
<b>Responsibility</b>	<b>Tech. -&gt;</b>	<b>Parts Person-&gt;</b>	<b>Advisor -&gt;</b>	<b>Parts Person-&gt;</b>	<b>Parts Dept. -&gt;</b>
<b>Actions</b>	Diagnose customer complaint	Fill out requisition with requested info and check availability of needed parts.	Check info on requisition and gives to Parts Dept. advising then to order parts. CAR DOWN	Fills out special order card, stamps CAR DOWN and hangs on order clip.	Orders parts as instructed and follows up on cross shipped and back ordered parts, keeping in mind advisors instructions.
	Fill out parts requisition for needed parts	Give requisition to advisor.			
	Write down if parts are needed or P&A if price and availability is needed.				Parts arrive and are checked and tagged with special order tags.
					Pink copy of special order card is given to advisor.

<b>Responsibility</b>	<b>Advisor -&gt;</b>	<b>Parts Dept.-&gt;</b>	<b>Tech.</b>		
<b>Actions</b>	Gives pink copy to parts and requests pull parts.	Prepulls parts.	Gets part from back counter and installs on car.		
		Bills out as needed.			
		Removes customer name and personel info from part and shred info.			
		Puts parts at tech. side of back counter, tagged with Ro number.			
					revised 6-4-21



