

order of procedure

1. Dealer completes a service request form and emails it to service@westernws.com. The inside salesperson is copied as well.
2. Copies of the email are sent to the service administrator and service manager.
3. The service administrator reviews the form to ensure it's complete (order numbers, unit numbers, etc.).
4. The service administrator reviews the request with the service manager to determine a course of action.
5. The service administrator records all service requests in a master log. The master log is located in library B in the service folder. It can be read by anyone, but only the service manager and service administrator can edit the master log.
6. The service administrator enters a new order if replacement materials are required. The order number and ship date are recorded in the service master log.
7. The service request is forwarded to a service technician per geographical area (Western Window Systems has relationships with service technicians in several regions that assist in the physical work needed to address service issues). A copy of any order associated with the service is sent at the same time as the service request so the technician knows the size and scope of the units being serviced and when to expect materials. This communication allows the service technician to coordinate our services with his schedule and arrange for the proper amount of personnel to handle the job.
8. Once materials are received, the service technician completes the service and submits a jobsite report to the service manager. If new items are noted on the report, the service administrator will order additional material and add to the service log.
9. The service manager confirms all items are corrected and sends the report to the service administrator. The service administrator updates the master log by entering the date the service was completed in the service completed section.
10. The service administrator sends a copy of the jobsite report to the dealer representative that originated the request and to the inside sales representative, informing him/her that the service is complete.