



Customer

Customer Support

Logistics

Service & Repair

Nonconformity

RMA form filled by customer

SLA customer?

No

Quatation and terms are prepared and sent to customer

Yes

Accepts quotation or terms

Yes

RMA ticket is issued

No

Ticket closed

Prioritized handling for SLA customers

SLA customer?

Yes Swap

Instruction is sent to customer to ship for repair

Working unit is shipped to customer

Invoice is issued for the working unit

Ship to customer

Faulty unit recieved

Repairable ?

No

Scrap

Working unit is invoiced to and agreed by customer

Yes

Repair

Customer shipback faulty unit

Part is recieved and invoice is paid

Invoice is canceled by recieving the faulty unit

Ticket closed