GARMIN GPS Connector Repairs

Sept. 28, 2020

# Overview

The current GARMIN GPS models are broken from drivers mishandling the devices. The most common problem is the UBS-C connectors having lost/damaged pins. Currently, there are 3 units of various models broken. If there are other issues with the units, we will open another ticket and reassess the problem.

# Goals

1. To repair the GARMIN GPS units in a quick and cost-efficient manner.

# Specifications

Owner: Luke Gall

Est time break down:

* ~2 hours on finding quotes calling repair shops
* ~1 hour researching units and price analysis
* ~1/2 hour delivering and picking up units (dependent on location)
  + I hope to incorporate this into a driver’s run

Due Date: Oct 22nd, 2020

Work Hours/Costs Saved: Will depend upon the analysis above. Update

# Milestones

1. Price analysis of new units vs repairing old units
2. Quotes of repair shops
3. Deliver units
4. Retrieve repaired units
5. Preventative measures to stop it from happening in the future

# Approval

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Task Review:

How accurate were the task predictions?

* ~2 hours on finding quotes calling repair shops
  + Completed in 1 hr and 45 min
* ~1 hour researching units and price analysis
  + Completed in 50 min
* ~1/2 hour delivering and picking up units (dependent on location)
  + I hope to incorporate this into a driver’s run
  + Was incorporated into the drivers run and removed the ½ delivery time
* Completed Jan 12, 2021, not the predicted Oct 22, 2020

What could have been done better?

* The parts were special ordered from China and took an extra 2 months in the shop.
  + We could have asked if the parts were on hand before
  + Ask him to pre-order the parts for next time

What can be done to prevent the problem in the future?

* The cabling has been wired so it can’t get locked in the door
* Drivers have been instructed to insert the sockets carefully

What costs were saved?

* Overall time costs were ~3 hrs across research, quotes and then communicating with the business
  + I would say this is negated based on the same amount of time it would be to research to buy a new/used one
  + The only difference is possibly the workers salary difference (based on who would be assigned the task)
* The fixing costs were $179.20 (after tax)
* To buy new or used was ~$100 each (x2) plus tax and shipping costs