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| --- | --- | --- | --- | --- | --- | --- |
| **Process** | **Performance** | **Information** | **Economics** | **Control/Security** | **Efficiency** | **Services** |
| 1. Information of customer | ✔ | ✔ | ---------------- | ✔ | --------------- | ------------ |
| 1. Information of parts | ✔ | ✔ | ---------------- | ✔ | --------------- | ✔ |
| 1. Repairing Problem | -------------------- | ✔ | ---------------- | ✔ | -------------- | ✔ |
| 1. Checking service available | -------------------- | ✔ | ---------------- | ✔ | --------------- | ------------ |
| 1. Part to be fitted | ------------------- | ✔ | ---------------- | ------------- | -------------- | ------------ |
| 1. Availability of kit parts | -------------------- | ✔ | --------------- | ✔ | --------------- | ------------ |
| 1. Requirement of parts | -------------------- | ✔ | ---------------- | ------------- | --------------- | ------------ |
| 1. Ask about fitting | -------------------- | ✔ | ---------------- | ------------- | --------------- | ------------ |
| 1. Ask about workers | -------------------- | ✔ | ---------------- | ------------- | --------------- | ------------ |
| 1. Checking stock | -------------------- | ✔ | ---------------- | ✔ | ✔ | ------------ |
| 1. Payment method | ✔ | ✔ | ---------------- | ✔ | ✔ | ------------ |
| 1. Checking validation of cheque | --------------- | ✔ | ✔ | ✔ | ✔ | ------------ |
| 1. Checking account number | --------------- | ✔ | ✔ | ✔ | ✔ | ------------ |
| 1. Payment completion | --------------- | -------------- | ✔ | ✔ | ✔ | ------------ |
| 1. Recording in finance software | ✔ | -------------- | ------------ | ✔ | ✔ | ------------ |
| 1. Recording in customer software | ✔ | -------------- | ------------ | ✔ | ✔ | ------------ |
| 1. Published   receipt | ✔ | -------------- | ✔ | -------------- | ✔ | ------------ |
| 1. To feedback/review | ✔ | -------------- | ------------ | -------------- | ----------- | ------------ |

**PIECES FRAMEWORK GRID**

**PIECES FRAMEWORK QUESTIONS**

1. **Information of customer**

* Is it enough to taking customer information with in quick time? **YES**
* Is it necessary to record the information of the customer? **YES**
* Is it difficult to taking information about customer? **NO**
* Is there needed to separate the information of retailer and whole sales customer?

**YES**

* Is this cost are unknown /untraceable or too high? **NO**
* Is it necessary to store customer information in security? **YES for Finance department**
* Is it taking information about customer is the waste of time? **NO**
* Is effort are required for this task? **NO**

1. **Information of parts**

* Is it enough to taking parts information with in quick time? **YES**
* Is there more information needed in this task? **Yes (vehicle and its model)**
* Is it necessary to record the information of the parts which customer is required?

**YES**

* Is it difficult to taking information about parts? **NO**
* Is this cost are unknown /untraceable or too high? **NO**
* Is it necessary to store parts information in security? **YES for Finance department**
* Is this process occurring errors? **Yes by Employee**
* Is it taking information about parts is the waste of time? **NO**
* Is effort are required for this task? **NO**
* Is this process provides incorrect information? **YES for sometimes**

1. **Repairing Problem of CNG Kit**

* Is there more information needed in this task? **Yes (vehicle and its model)**
* Is it necessary to ask about repairing problem of kit which customer vehicle have?

**YES**

* Is it difficult to taking information about kit repairing problem? **NO**
* Is there any unnecessary information ‘overload information in this task? **YES**
* Is this cost are unknown /untraceable or too high? **NO**
* Is it necessary to store this problem in security? **NO**
* Is this process occurring errors? **Yes by Employee**
* Is it taking information about this is the waste of time? **NO**
* Is effort are required for this task? **NO**
* Is this process provides incorrect information? **YES for sometimes**

1. **Checking service available**

* Is there are required to check that service is available or not? **YES**
* Is this process occurring errors? **Yes by Employee**
* Is it taking information about this is the waste of time? **NO**
* Is there more information needed in this task? **Yes (Availability of employee)**

1. **Part to be fitted**

* Is any information is required which parts of the CNG kit to be fitted? **YES**

1. **Availability of kit parts**

* Is any information is required CNG kit parts which have to be fitted is either available or not? **YES**
* Is this process occurring errors? **Yes by Employee**

1. **Requirement of parts**

* Is it needed to ask about spare part of vehicle to be required by the customer? **YES**
* Is it check that part is either available or not? **YES**

1. **Ask about fitting**

* Is it require to ask required spare part of vehicle to be fitted or not? **YES**

1. **Ask about workers**

* Is it require to ask worker that he is able to repairing a vehicle? **YES**

1. **Checking stock**

* Is it require to checking stock when retailer or wholesaler while selling? **YES**
* Is it the waste of time? **Yes**
* Is this process occurring errors? **Yes by Employee**

1. **Payment method**

* Is it require to ask customer in which payment method he will choose? **YES**
* Is it privacy is required to this process? **YES**
* Is it cost effective? **NO**
* Is it take less time? **NO**

1. **Checking validation of Cheque**

* Is it required to check either cheque is valid or not? **YES**
* Is it require more time? **YES**
* Is it cost effective? **YES**
* Is it information required security? **YES**
* Is it produce reliable result? **YES**

1. **Checking account number**
   * Is it required to check either account no is valid or not? **YES**
   * Is it require more time? **YES**
   * Is it cost effective? **YES**
   * Is it information required security? **YES**
   * Is it produce reliable result? **YES**
2. **Payment completion**

* Is it required less time to payment completion process? **NO**
* Is this process form accurate result? **YES**
* Is effort is required for this process? **YES**
* Is it form an error? **YES in some times**
* Is it cost effective? **NO**

1. **Recording in finance software**

* Is record are stored in files or database? **YES**
* Is errors are occurring in this software? **YES**
* Is privacy is required to record data in this software? **YES**
* Is record data is long lasting? **NO**
* Is it provide accurate result? **YES**
* Is any effort required? **YES**
* Is record waste of time by typing or copied? **YES**

1. **Recording in customer software**

* Is record are stored in files or database? **YES**
* Is errors are occurring in this software? **YES**
* Is privacy is required to record data in this software? **YES**
* Is record data is long lasting? **NO**
* Is it provide accurate result? **YES**
* Is record waste of time by typing or copied? **YES**

1. **Published receipt**

* Is published the receipt is necessary to be given to customer through software?

**YES**

* Is it require more time? **Yes**
* Is it cost effective? **Yes**

1. **To feedback/review**

* Is it required to get feedback from customer? **YES**