

Exercise 4: Develop an end-of-life (EOL) plan for the scenario

Part I: Review the EOL planning format

EOL planning category	Planning considerations
Product identification	<ul style="list-style-type: none"> • The product or product line name is documented • Documentation includes Product ID/SKU information and so on • The impact on the Product Mix is understood
Rationale	<ul style="list-style-type: none"> • The rationale for product retirement is defined • Retirement process is defined
Retirement strategy	<ul style="list-style-type: none"> • Retirement strategy is defined • Options to include divest, spin-off, harvest, or retirement are justified
Proposed mitigation plan	<ul style="list-style-type: none"> • The retirement process is mapped • The process is shared and understood
Communications planning	<ul style="list-style-type: none"> • Define how the retirement process will be communicated
Internal impact	<ul style="list-style-type: none"> • Manufacturing and operations considerations are addressed • Customer support considerations are addressed • Sales and support considerations are addressed • Human Resource and legal considerations are addressed • Legal and regulatory considerations are addressed
External impact	<ul style="list-style-type: none"> • External customer and partner support considerations are addressed • Customer support considerations are addressed
Cost analysis	<ul style="list-style-type: none"> • Cost/Benefit analysis is performed • Define approval process
Scheduling	<ul style="list-style-type: none"> • Retirement activity schedules are developed • Schedules are realistic and achievable
Risk analysis	<ul style="list-style-type: none"> • Risks are identified and qualified • Contingency responses are developed
Critical success factors (CSF)	<ul style="list-style-type: none"> • CSF are identified • A CSF measurement plan is developed

Part II: End-of-life (EOL) plan blank template

EOL planning category	Planning considerations
Product identification	<ul style="list-style-type: none">Clearly identify the Mobile WB-3000 product and its variants in the market.
Rationale	<ul style="list-style-type: none">Assess the reasons for retiring the product, such as technological advancements or declining market demand.
Retirement strategy	<ul style="list-style-type: none">Phase out the product over a one-year period with a planned replacement.
Proposed mitigation plan	<ul style="list-style-type: none">Offer incentives for customers to transition to the new product, ensuring minimal disruption.
Communications planning	<ul style="list-style-type: none">Develop a comprehensive communication plan to notify customers, suppliers, and stakeholders about the EOL process.
Internal impact	<ul style="list-style-type: none">Inform internal teams about the EOL plan and coordinate actions to support customers during the transition.
External impact	<ul style="list-style-type: none">Address potential concerns from customers, suppliers, and partners regarding the product's retirement.
Cost analysis	<ul style="list-style-type: none">Evaluate the financial implications of the EOL plan, including inventory write-offs and transition costs.
Scheduling	<ul style="list-style-type: none">Establish a timeline for phasing out the product, including notification periods and final retirement dates.
Risk analysis	<ul style="list-style-type: none">Identify potential risks such as customer dissatisfaction or supply chain disruptions, and develop strategies to mitigate them.
Critical success factors (CSF)	<ul style="list-style-type: none">Effective communication with stakeholders.Seamless transition for customers to the new product.Minimization of financial losses during the retirement process.