200603 M5|L1 Lab End-of-Life (EOL) Plan Format

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

**Part I**: Review the EOL planning format

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| EOL planning category | Planning considerations |
| Product identification | * 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 | * The rationale for product retirement is defined * Retirement process is defined |
| Retirement strategy | * Retirement strategy is defined * Options to include divest, spin-off, harvest, or retirement are justified |
| Proposed mitigation plan | * The retirement process is mapped * The process is shared and understood |
| Communications planning | * Define how the retirement process will be communicated |
| Internal impact | * 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 | * External customer and partner support considerations are addressed * Customer support considerations are addressed |
| Cost analysis | * Cost/Benefit analysis is performed * Define approval process |
| Scheduling | * Retirement activity schedules are developed * Schedules are realistic and achievable |
| Risk analysis | * Risks are identified and qualified * Contingency responses are developed |
| Critical success factors (CSF) | * CSF are identified * A CSF measurement plan is developed |

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

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| EOL planning category | Planning considerations |
| Product identification | * Clearly identify the Mobile WB-3000 product and its variants in the market. |
| Rationale | * Assess the reasons for retiring the product, such as technological advancements or declining market demand. |
| Retirement strategy | * Phase out the product over a one-year period with a planned replacement. |
| Proposed mitigation plan | * Offer incentives for customers to transition to the new product, ensuring minimal disruption. |
| Communications planning | * Develop a comprehensive communication plan to notify customers, suppliers, and stakeholders about the EOL process. |
| Internal impact | * Inform internal teams about the EOL plan and coordinate actions to support customers during the transition. |
| External impact | * Address potential concerns from customers, suppliers, and partners regarding the product's retirement. |
| Cost analysis | * Evaluate the financial implications of the EOL plan, including inventory write-offs and transition costs. |
| Scheduling | * Establish a timeline for phasing out the product, including notification periods and final retirement dates. |
| Risk analysis | * Identify potential risks such as customer dissatisfaction or supply chain disruptions, and develop strategies to mitigate them. |
| Critical success factors (CSF) | * Effective communication with stakeholders. * Seamless transition for customers to the new product. * Minimization of financial losses during the retirement process. |