Lab End-of-Life (EOL) Planning

Use this worksheet to complete an EOL Plan to support the solar water heating scenario. The example shared in the screencast video is provided followed by a blank worksheet.

EOL Plan Example

EOL Planning Category	3D Color Printer 402B End-of-Life (EOL) Plan
Product Identification	• Goal: Effectively retire 3D Color Printer Model 402B • Replaced by new Always Ready 3D Color Commercial Printer Model 111A
Rationale	• Model 111A launch is scheduled this FY • Model 111A has greater functionality and profit margin • Model 402B sales are down by 50% in the past year. Compatible competitor models offer more features at a reduced cost • Model 402B retirement process will begin in 20xx Q3 and span a two-year period through 20xx Q3
Retirement Strategy	• Model 111A is a spin-off of the 402B Model • Technology developed to support Model 402B development will be improved and modified to develop the 111A Model
Proposed Mitigation Plan	• Announce Model 402B retirement in 20xx Q3 • Close out all current leases and ensure all warranties are expired • Contact all known current users of the 402B Model and recommend replacement with incentives • Update corporate website with a video announcing product retirement, replacement options, and Frequently Asked Questions (FAQ)
Communications Planning	• Update corporate website with support contacts and FAQ • Contact all known Model 402B users via mail and email • Equip support personnel with retirement information to provide to customers
Internal Impact	• Manufacturing and operations ceased production of the Model 402B 18-months prior • Customer support will be provided with detailed information to share with current Model 402B customers • Sales of the Model 402B are discontinued immediately. Support will be provided for Model 402B for a period of two-years after the Model 111A launch • Legal and regulatory considerations were addressed and sign-off was attained from legal

External Impact	• Existing Model 402B customer issues will be managed through Customer Support • Incentive will be offered over a two-year period to migrate from the 402B to the 111A • Minimal support for the 402B will be provided after the two-year retirement period. Exception is for select customers on an as needed basis • Operations will use existing Model 402B parts and inventory to support external customers as long as supplies last
Cost Analysis	• 402B retirement costs will be approximately $75,000 • These costs will be offset by reduced support requirements in Manufacturing, Operations and Sales • The Model 111A warranty support costs are estimated to be 30% less than those for the Model 402B • 402B retirement was approved by the Operations Director
Scheduling	• Milestone 1: Announce Model 402B retirement in Q3 • Milestone 2: Retire Model 402B over a two-year Period • Milestone 3: End all Model 402B support with emergency exceptions only
Risk Analysis	• Retirement communications may not reach all Model 402B users-develop a communications plan • Customers may not want to transition to the Model 111A-ensure sales is available to contact these customers and demo the Model 111A • May experience some customer churn-address all customer issues promptly • Unknown Model 402B retirement costs may be incurred-have contingency reserves available
Critical Success Factors (CSF)	• 100% Model 402B customer notifications by 20xx Q4 • Website Update one month prior to Model 111A launch • Retirement of 80% of all Model 402B printers • 100% of all Model 402B leases ended within two-years • All Model 402B customer issues resolved within 2 Days by Customer Support

EOL Plan Blank Template

EOL Planning Category	Solar water heating End-of-Life (EOL) Plan
Product Identification	• Identification of the solar collector model SRUSC 2236 to be phased out
Rationale	• Obsolescence of SRUSC 2236, replaced by more efficient SRUSC 2454
Retirement Strategy	• Gradual phase-out of SRUSC 2236, offering replacement with SRUSC 2454 at a discount
Proposed Mitigation Plan	• Provide SRUSC 2454 at a 50% discount with free installation, offer technical support for SRUSC 2236 until replacement
Communications Planning	• Communicate retirement and replacement options to all SRUSC 2236 customers via mail, email, sales calls, video teleconferencing, and website notifications
Internal Impact	• Ensure manufacturing and operations can support the transition, train sales and customer support teams for new product support
External Impact	• Minimize inconvenience to customers, ensure continuity of service during transition
Cost Analysis	• Analyze costs of offering discounts for replacement, calculate potential losses from discontinuing SRUSC 2236
Scheduling	• Plan for completing transition within 18 months of the new system launch
Risk Analysis	• Identify risks such as customer reluctance to replace, technical failures of SRUSC 2236, inventory shortages
Critical Success Factors (CSF)	• Achieve 100% reach to inform all SRUSC 2236 customers, complete transition within scheduled timeline