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**

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| 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 |

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| 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**

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| 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 |