Work Breakdown Structure

System and Industry analysis: Customer will call in or chat with an online web service with an issue with their piece. After troubleshooting and it’s determined the customer needs a service tech, they will send out a technician to inspect the piece and potentially fix the issue right there. They then order the parts if needed. This can be shipped to the customer’s home or brought by the technician, design varies on this. Once the customer receives the parts they will call and schedule a follow-up appointment to get their piece serviced.

System Design: We will need to design and build a CRM system to schedule and track technician repairs. We’ll need another system to obtain parts for the service department, this can mean shipping directly to the customer (greater long-term cost) or expanding our warehouse to incorporate a service technician section (potential high upfront cost).

Implementation Plans: Hire a department lead and management. They will hire customer service representatives and service technicians. Test and analyze the new system for additional QA. Train the new system for employees affected. Open service to the public

Task List

* Design CRM database (5 days)
* CRM database build (10 days)
* Design part ordering system for service department within CRM (5 days)
* Build part ordering system (10 days)
* Build warehouse space for service department (10 days)
* Hire department lead (7 days)
* Purchase company vehicles for service technicians (7 days)
* Department lead hires service management and customer service management (5 days)
* Management hires customer service representatives and service technicians (5 days0
* Test and analyze improvements for new systems (14 days)
* Training on new systems for all staff involved (14 days)
* Open service to the public (2 days)

List of Risks

* Longer than estimated development times
* Higher maintenance costs
* Technician liability during transit
* Third party service providers
* Reputational risk if service provided is poor
* Cost risk if shortage on management or additional staff
* Going over budget