

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
ITEM TITLE :	6 STAGES TO BRANCH SUCCESS	Ref. No.
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	OPS-16-03-1401
TO :	ALL BRANCHES/ AREA MANAGER/ REGIONAL MANAGER	

## OBJECTIVE

1. To guide the branch on the key stages in operating a successful branch.
2. To ensure systematic conducts and actions in handling Financed Receivable from onset to closure.

## POLICIES

1. It is the responsibility of the branch to accommodate financing loan with high probability of collection and low risk of being delinquent.
2. To endure the success of the branch, the following stages should be followed based on established Company's Standard of Procedures and Policies (SOP) and approved and released System for System (S4S).
3. The following Stages should be followed by the branch:

STAGES	S4S
<b>STAGE 1 – CREATING SALE</b>	
1.1. Marketing Activities	
1.2. Customer's Inquiry	OPS-15-12-030
1.3. Saving the Sales	
1.4. Closing the Sales	
<b>STAGE 2 – CUSTOMER APPLICATION</b>	OPS-15-12-031
<b>STAGE 3 – CREDIT INVESTIGATION</b>	OPS-15-12-036
3.1. Pre-Qualification	OPS-15-12-032
3.2. Verification	OPS-15-12-032
3.2.1. Office Verification	OPS-15-12-032
3.2.2. Field Verification	OPS-15-12-032
3.2.3. Customer Interview	OPS-15-12-032
3.2.4. Post Confirmation	OPS-15-12-032
<b>STAGE 4 – RELEASE OF MOTORCYCLE UNIT</b>	OPS-15-12-039
4.1. Pre-Delivery Inspection (PDI)	OPS-15-12-006
4.2. Customer's Orientation	OPS-15-12-030
4.3. Unit Verification (UV)	OPS-15-12-013
<b>STAGE 5 – COLLECTION AND MONITORING</b>	
5.1. Collections	TRD-15-12-007
5.2. Monitoring	
5.2.1. Daily Updates on Status and Accounts	OPS-16-01-044
5.2.2. Counseling of Customer	OPS-16-02-2308
<b>STAGE 6 – CUSTOMER SERVICE</b>	OPS-16-03-1201

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