## SOP Template

| Company Name | Process Name | Date Created | Revision Number |
|---|---|---|---|
| One Touch Automation | Create RMA | June 2, 2024 | 1 |

### Process Frequency (Daily/Weekly/Monthly/Project Based)

**Project Based**

### Process Description

| | |
|---|---|

| Who's Involved | | What are the inputs? |
|---|---|---|
| **Name** | **Department or Function** | **Documents, SOW, Approval, Labor, Software, Etc.** |
| | Service Technician | Service Order |
| | Service Manager | |
| | Purchasable | |
| | | |
| | | |

### What are the sequential steps?

| Step Description | Who is Responsible? |
|---|---|
| On-Site Service Tech determines a piece of equipment needs a RMA | Service Tech |
| Call Manufacturer Tech Support While on-site with product plugged in | Service Tech |
| Go through troubleshooting with Tech Support | Service Tech |
| Request and Obtain an RMA from Manufacturer Tech Support | Service Tech |
| Ask agent what the next steps are | Service Tech |
| Notify Service Manager the RMA and the discussed Next Steps | Service Tech |
| Look for email with RMA - if given opportunity have them send to Service Manager | Service Tech |
| If you receive the email, forward to Service Manager | Service Tech |
| Unplug and Bring Back Broken Product (unless we will receive an Advanced Replacement) | Service Tech |
| Put RMA Product on Service Desk in Warehouse | Service Tech |
| Label Equipment with Name of Client and RMA # if you have it with White Sticker Label | Service Tech |
| Notify Service Manager, the equipment is back at shop. | Service Tech |
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### What are the outputs [Defined Standards of Completion or Deliverables]

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|---|
| Equipment is back on Service Desk, labeled with Clients name and RMA # within 24 hours of Service Call |
| RMA created an in process |
| Next Steps clearly defined and pass along to Service Manager |
| |

### Who does the process transfer to next?

| Name | Department or Function | Milestone |
|---|---|---|
| | Service Manager | Prepare RMA |
| | Warehouse | Ship Back To Manufacturer |
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