

# **Challenges of the After Sales Service environment**

**(Movement servicing segment only)**

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<b>What After Sales Service deals with...</b>	<b>What Manufacturer Assembly deals with...</b>
Dried lubricants found in movement	Start off with lubricant-free movement parts
Possible dirt and dust in watch	Clean parts
Normal wear and tear	No wear and tear (new parts)
Possible damage from previous repairers	No damage from previous repairers
Questionable quality of workmanship	Proper approach with quality workmanship – QC checks at various points
Questionable consistency in work	Consistency in workmanship
Questionable staff training	Properly trained staff
Questionable final quality control	Proper final quality control

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