

# Repair & Overhaul Quote Improvement Project

- **Project Objective:**
  - Improve customer satisfaction
  - Decrease customer effort
  - Increase quote approval first pass yield; thereby, decreasing overall quote approval timeframes
- **High Level Project Description:**
  - Incorporate feedback from airlines, operators, OEMs and repair providers to enhance the Honeywell quote form
  - Improve overall look and update the branding to today's HON standards
  - Add new features and links to streamline the quotation approval process
  - Display more information and better information related to warranty adjudication, applicable warranty period, reason for requote, and workscope deviation
  - Create a specific quotation format for orders created using Electronic Data Interchange (EDI)

**These updates and more were released in December of 2018. More enhancements are currently in development for release in early 2019. For questions or feedback, feel free to [contact us](#).**

# R&O Quotes: Phase 1 Highlights and New Features

- Standardized format that allows you find information easily
- Direct links to your order for approval
- Streamlined communication to quotes team for support and quote approval
- Reference quote information clearly marked as “*FYI Quote: No Action Required*”
- More details including *Reason for Requote, Workscope Deviation, CID/FOD/Abuse Identified, Recurrent/ Low Time Failure, and Applicable Warranty Period*, where applicable
- The quote will align to the Honeywell entity that invoices the customer

# Phase 1 Detailed Changes

- **Header Section**

- Replace “Work Requested” field with “Primary Workscope” which will correspond to the 8130-tag
- Ensure Honeywell entity that will be invoicing the customer is listed in the top right

- **Warranty**

- Replace OEM shipped date with “Applicable Warranty Period”
- Remove “Last shop visit” and “Customer PO on last shop visit” – this is covered in the “Unit Information” section

- **Quote Totals and Options Section**

- For Time and Material quotes, always show the parts, labor hour quantity, and labor rate being used
- For Return As Is / Scrap / Test / No Fault Found (NFF) worksopes, only include labor hours and rate
- Ensure rounding is always correct and to the 10<sup>th</sup> (i.e. \$45.51 not \$45.512)
- Ensure currency shown is consistent with customers’ expectations (\$, €, ¥, £, etc.)

- **Teardown/Evaluation Findings**

- Replace “Recurrent Failure” with “Recurrent/ Low Time Failure”
- Display only when applicable

# Phase 1 Detailed Changes (continued)

- **Approvals and Signature Required Section**
  - Include link to route customers directly to their order on the MyAerospace portal
  - Include link to generate an email with auto populated subject line, linking back to the associated SFDC case
- **Customer Unit information**
  - List the last 12 month PO history for the unit, separated by commas
  - If no POs are listed, then “None” should be shown
- **For Your Information Quote**
  - Reference quotes will be clearly distinguishable, each page will be titled “FYI QUOTE – No Action Required”
  - Display only the workscope and pricing related to the order
  - Remove check box options
  - “Approval & Signature required” section removed
- **EDI Orders: Aeroxchange**
  - If the order was created in Aeroxchange, the approval section reads “Aeroxchange customers, accept or reject this quote in AeroRepairs”
  - Approvals and Signature Required section removed