Vehicle Repair – Spare Part Not Available (PNA) Process Flowchart

Service Workshop

Start

1. Service Advisor Open Job Card.

2. Workshop Controller Confirm the Job Order.

3. Is the Required Spare Part Available in Store?

YES

4. Raise Store Requisition (SR) Against the Job Card No.

6. Technician Receive Parts and Perform Vehicle Repair / Maintenance.

End

NO (OUT OF STOCK)

5. Store Keeper Record PNA and Request for Local Purchase with Job Card No.
(Target : 5 Minutes)

7. Workshop Manager Review and Approves Local Purchase Requisition.
(Target : 20 Minutes)

Supply Chain Department

8. Purchase the Required Spare Part Referencing the Job Card No.
Target: 1 day for purchases under Birr 10,000 and 5-7 days for purchases above Birr 10,000.

9. Warehouse Head Receives the Purchased Part and Assigns a Motorbike or Van to Deliver It to the Requested Workshop.
(Target: 4 hours, AA to AA and 7 days, AA to the branch or vice versa.)

Spare Part Department

10. Store Keeper Inspect and Receive Purchased Part & update Inventory with Job card No.
(Target : 1 hour)

11. Spare Part Store Keeper Issue Parts to Workshop.
(Target : 10 minutes)

Validated By: Mr. Ataklti A. _____	**Process Owner: DGM, Engineering**	**Validation Date:**	**Version No.: 02**