

Maker-Mends Ltd Jewellery Workflow 1-16

1



When the customer brings item in for repair, item is examined closely with an eye glass.

2



A repair docket is completed including details of the items condition i.e. scratches, missing stones, engraving, polish finish etc. Loose stones are put into a separate small bag and stapled to the paperwork.

3



If item is a speed mend a sticker is placed on the paper work. Item is wrapped carefully in bubble wrap/padded envelope to ensure no additional damage.

4



Items and repair slips are packed up with all other repairs and packaged items into a singular envelope ready for collection by DX. DX then scan each envelope to produce a total record of all items collected from the shop.

5



A sealed and security tagged bag is then delivered to Maker Mends.

The seal is cut open whilst being filmed.

6



The parcels are removed from the sack and counted to confirm the number of parcels delivered matches the manifest. The unpacking is filmed.

7



8

The packets are filmed being opened and separated into chains, rings, watches and speedmends.

9



The packet is turned inside out to check nothing is left inside.

10



The branch number is written clearly and filmed with the item being sent in for repair.

11



The item is pointed at in the clear plastic bag to show that it is there.

12



The item is then booked into system using the branch number and repair number. A digital image is taken. This information is permanently stored in our database.

13



A unique barcoded label is produced and attached to the packet so the item can be tracked as it moves through the departments.

14



The item is scanned and put into the appropriate work basket for its repair and return date.

15



A label is produced that shows all the job numbers in that basket.

16



The jobs are then given to the appropriate department to be worked on. Each benchworker scans the jobs to their own work sheets.

Maker-Mends Ltd Jewellery Workflow 17-32

17



In the workshop the item is repaired as necessary.

18



The item is polished and given a final finish. The item is ultrasonically cleaned, rinsed and then steamed cleaned. The barcode is scanned as it is passed to the next department.

19



If stones need to be set it is sent to the setting department. The barcode is scanned as it is passed between departments.

20



If the item needs to be engraved it is sent to the engraving department. The barcode is scanned as it is passed to the next department.

21



The item is transferred to the quality control department. To be checked that the repair instructions have been carried out correctly. An eyeglass is used to examine the item thoroughly.

22



The item is sent back to the office where it is processed for return. It is put into the shop's unique numbered basket. The barcoded label is scanned and a delivery sheet produced.

23



A posting label is produced. This is checked against the repair docket and delivery sheet to ensure the correct items are being returned to the correct branch.

24



Whilst being filmed the item is pointed at in the bag before it is packed into the delivery envelope.

25



26



The items and delivery sheet are packed and sealed into a delivery envelope and the barcoded address label attached. This whole process is filmed.

27



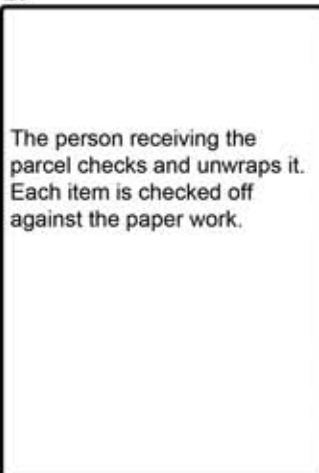
A manifest is created of all the items being delivered. DX count and pack the packets into a sack that is then sealed.

28



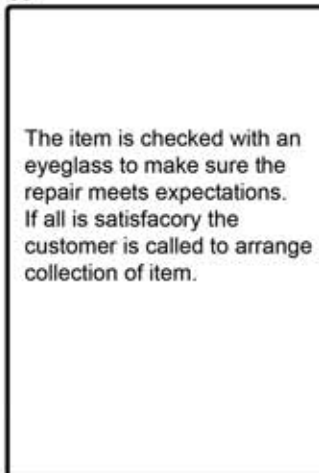
On delivery back to the shop the parcel is handed over to the manager or relevant team member who signs for the package.

29



The person receiving the parcel checks and unwraps it. Each item is checked off against the paper work.

30



The item is checked with an eyeglass to make sure the repair meets expectations. If all is satisfactory the customer is called to arrange collection of item.

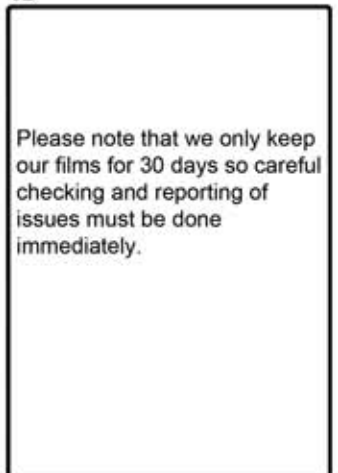
31



If there are any issues with either the delivery, delivery notes or with individual items please contact Maker Mends Ltd customer services immediately.

Phone: 01265 546 546
or email
jacky@makermends.com

32



Please note that we only keep our films for 30 days so careful checking and reporting of issues must be done immediately.