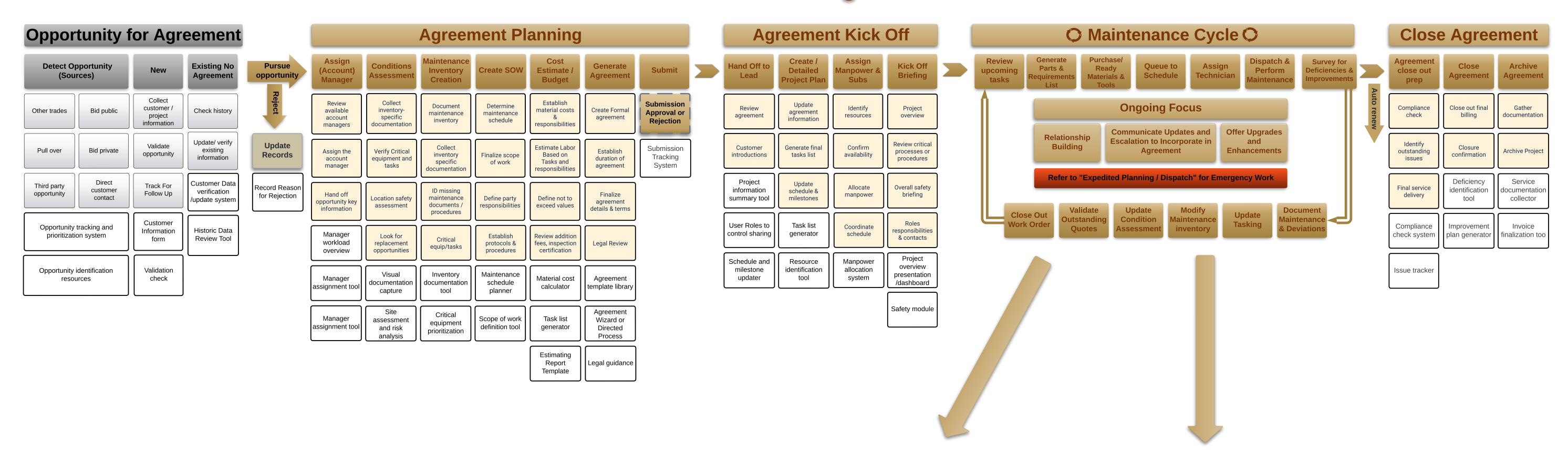
## **Maintenance Agreement**



	Establish Market Presence						
Market Research	Branding & Positioning	Marketing & Promotion	Networking & Relationships	Lead Ge	neration		
Identifying target markets	Developing brand identity	Digital marketing	Industry engagement	Inbound marketing	Referrals		
Competitor analysis	Value proposition	Traditional marketing	Partnerships & alliances	Pull through	Existing customer		
Service demand analysis	Brand messaging	Content marketing	Customer referrals	Follow up information from other work	Customer engagement and relationship management		
Market segmentation and analysis tool	Brand identity creation toolkit	Multi-channel marketing campaign manager	Referral tracking and management system	Inbound marketing and lead capture system	system		
Competitor benchmarking system							

OMaintenance Cycle O												
Review upcoming tasks	Generate Parts & Requirements List	Purchase/ Ready Materials & Tools	Queue to Schedule	Assign Technician	Dispatch & Perform Maintenance	Survey for Deficiencies & Improvements	Close Out Work Order	Validate Outstanding Quotes	Update Condition Assessment	Modify Maintenance inventory	Update Tasking	Document Maintenance & Deviations
Evaluate Tasks	Identify all materials	Purchase or pull Materials/ Tools	Prioritize and assign tasks	Identify qualified technician	Coordinate dispatch	Conduct site survey	Confirm task completion	Review outstanding quotes	Reassess condition	Review inventory levels	Review completed tasks	Record maintenance activities
Communicate next steps	Verify availability materials	Confirm completeness of list	Communicate schedule	Verify availability	Ensure access to resources	Document and prioritize findings	Finalize documentation	Follow up with vendors	Document changes	Adjust inventory	Adjust upcoming tasks	Ensure accurate documentation
Adjust Schedule	Generate comprehensive list	Prepare tools/materials	Adjust Schedule if needed	Provide documentation /tools	Execute maintenance tasks	Communicate results	Archive work order	Adjust project budget	Communicate assessment	Document changes	Communicate task updates	Communicate deviations
Update task tracking	Parts/materials identification tool by task/Equipment	Address any issues or delays	Task prioritization tool	Monitor progress and support	Document deviations/issues	Develop improvement plan	Communicate completion	Communicate updates	Inform future planning	Coordinate procurement	Record in project system	Inform future cycles
Task summery and tracking system	Material and parts reporting	Purchasing Module	Schedule communication or dispatch module	Technician qualification matcher	Technician dispatch system	Deficiency identification tool	Task completion confirmation	Outstanding quote review system	Condition reassessment tool	Inventory level review tool	Task completion updater	Maintenance activity logging
Dynamic schedule		Warehousing and Inventory Module		Technician progress monitor	Maintenance task execution tracker	Improvement plan generator	Work order archiving tool	Vendor follow-up tool	Condition change documentation	Inventory adjustment system	Task update communication	Deviation communication tool

Ongoing Focus						
Relationship Building	Communicate Updates and Escalation to Incorporate in Agreement	Offer Upgrades and Enhancements				
Engage with customers	Update stakeholders	Identify upgrades				
Strengthen relationships	Escalate issues	Present options				
Identify new opportunities	Incorporate changes	Coordinate integration				
Document interactions	Document communications	Document changes				
Customer engagement tracker	Stakeholder update notifications	Stakeholder update notifications				
	Agreement change management	Agreement change management				