FLOWCHART

1. Not easy to repair the machine it is. 2. Spare part not always available. 3. Doesn't have Customer Service Department.	COSTUMER COMPLAINTS AFTER USING D920 COMPUTERIZED EMBROIDERY MACHINE	1. Losing the customers trust. 2. Becoming harder to sell the machine. 3. Many machines left unsold.
1. Send local technician, it become the company strength. 2. No need to send foreign technician to come, so as to minimize time.	PROVIDING TECHNICITION TO REPAIR THE MACHINE	1. Big expenses required 2. It is possible if our technicians didn't study seriously and didn't get anything.
1. Fulfill customer satisfaction. 2. Spare parts are available to meet the customers need at anytime.	COMPANY PROVIDES SPARE PART FOR CUSTOMERS	1. Need extra investment. 2. Lost profit if spare parts demand is less then the guaranty of spare part provided by the company.
1. Can give proper respond to costumer complaints. 2. Fulfill customer trust, satisfaction. 3. Long term benefit.	PROVIDING CUSTOMER SERVICE DEPARTMENT	1. Need expenses to build department 2. Need professional employee who can handle customers' complaints.

PROVIDING CUSTOMER SERVICE DEPARTMENT