

PRODUCT WORKFLOW STUDY

From workshop arrival to diagnosis, repair, testing and customer collection

A workshop workflow showing how Corexa can preserve custody, technician time, parts, repair evidence, approval and return-to-customer status for machines repaired off-site.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Workshop repair

Primary workflow

Custody-aware

Asset control

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

Workshop repairs are operationally different from field visits. The machine changes custody, may wait for diagnosis or parts, can be worked on by more than one technician and must be tested before collection. A basic job status rarely explains where the machine is, what has been approved or why it is not ready.

01

Arrival evidence is missing

The business may not record the machine condition, accessories or customer description at handover.

02

Custody is unclear

Staff know the machine is in the workshop but not its bench, holding area or responsible technician.

03

Diagnosis and approval separate

The technical finding may be recorded in one place while the quote or customer decision is handled elsewhere.

04

Waiting states look inactive

Awaiting parts, approval, testing and collection can all appear as a generic open job.

05

Technician time is reconstructed

Workshop labour may be estimated after the repair rather than captured against the work performed.

06

Testing is not evidenced

A repaired machine can be marked complete without a visible test result, final photograph or collection confirmation.

The central risk

The service business can lose control of both the customer promise and the physical machine when workshop custody and repair status are not represented together.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can treat the workshop repair as a staged lifecycle: intake, diagnosis, approval, active repair, testing and release. Machine history, technician time and parts remain connected throughout.

1

Receive

Confirm customer, machine, accessories, condition and workshop location.

2

Diagnose

Record findings, evidence, estimated scope and approval requirement.

3

Repair

Capture technician time, parts, notes and any change in scope.

4

Test

Document final checks, performance and unresolved recommendations.

5

Release

Confirm invoice state, collection or delivery and return of custody.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Workshop calendar entry	Represents off-site work in the operational schedule.	Workshop load can be considered beside field commitments.
Custody and location	Keeps the machine connected to its current workshop state or location.	Staff can identify where the asset is and why it remains there.
Diagnosis evidence	Stores findings, photographs and recommendations against the machine and job.	Customer approval can be grounded in the technician record.
Workshop time tracking	Records labour against the actual repair activity.	Commercial review is based on captured work rather than recall.
Parts and waiting states	Connects required parts and specific waiting reasons to the job.	The office can explain delay and prioritise blocked repairs.
Testing and release	Adds a final verification and custody handover before closure.	Completion represents a tested, released machine rather than only ended labour.

CREDIBILITY STANDARD

What is supported - and what is not yet claimed

A credible case study distinguishes repository evidence, real workflow scope and future outcome hypotheses. The evidence level below is deliberately explicit.

✓ Repository capability

The repository contains workshop calendar and workshop-time routes, job completion, parts, media, quote and invoice workflows.

✓ Workflow coverage

Corexa can represent technical work, commercial approval and machine history in one connected record.

✓ Credible limitation

Workshop location discipline, physical tags and staff adoption must be verified in the deployed environment.

✓ Pilot requirement

A complete workshop cohort should be followed from receipt through release, including every waiting state and custody handoff.

Not yet claimed: this case study does not present a measured productivity, revenue, accuracy or customer-satisfaction improvement. A controlled baseline and participant-approved result are required before those claims are published.

Measurement plan for the publishable version

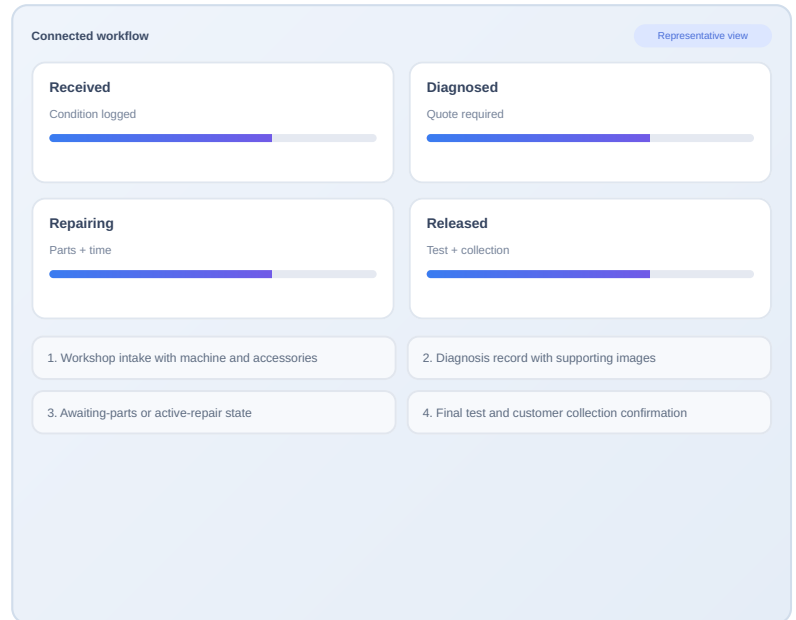
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Arrival completeness	Intake audit	Percentage with condition photos, accessories and customer-reported fault.
Time to diagnosis	Status timestamps	Median elapsed time from receipt to documented diagnosis.
Approval delay	Quote and message history	Median time waiting for customer decision.
Blocked repair age	Waiting-state report	Age of jobs waiting for parts, approval or testing.
Labour capture accuracy	Time versus invoice audit	Difference between recorded workshop time and billed labour.
Ready-to-collection time	Completion and release timestamps	Median time between final test and customer handover.

"A workshop repair needs a custody history as much as it needs a technical history."

MAKE THE STORY TANGIBLE

Show the machine moving through real workshop states

Use a single repair and show intake condition, workshop location, diagnosis, approval, parts, final testing and collection. Status labels should explain why the machine is waiting at every stage.



Recommended evidence-building sequence

Phase 1 - Workflow map

Document current workshop handoffs, status labels and common delay causes.

Phase 2 - Controlled cohort

Process one repair category through the full Corexa workshop lifecycle.

Phase 3 - Verified result

Publish diagnosis time, blocked age, labour capture and release measures.

Build the publishable proof layer

Replace representative views with dated interface screenshots, a defined baseline, system-derived measures and an approved participant quotation.

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Publication note: capability descriptions are based on the Corexa repository supplied in July 2026. Confirm the deployed workflow, permissions, integrations and data quality before presenting a capability as a completed customer outcome.