

PRODUCT WORKFLOW STUDY

From “job complete” to a consistent, reviewable quality- assurance record

A completion-control workflow showing how Corexa can require the technical evidence needed for safe handover, administration and future service history.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Quality assurance

Primary workflow

Connected record

Operating model

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

A completed status can hide very different levels of documentation. One job may contain test results, photographs, parts and clear recommendations, while another contains only a sentence. Inconsistent completion quality creates risk for customers, technicians and invoicing staff.

01

Completion standards vary

Each technician may interpret the minimum acceptable record differently.

02

Critical checks are skipped

Operational, safety or leak tests may not be explicitly confirmed.

03

Parts and labour are incomplete

Commercial information can be missing even when the repair is finished.

04

Photographic proof is inconsistent

Before, during and after evidence may not be captured for important work.

05

Recommendations are ambiguous

Future work can be mentioned without priority, ownership or a next action.

06

Office review is reactive

Administrators discover missing information only when preparing the invoice or answering a customer.

The central risk

Marking a job complete without a defined evidence standard can close the workflow before the business has a defensible service record.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can guide the technician through sequential completion requirements, surface missing information and allow administrative review before the job progresses commercially.

1

Confirm work

Record diagnosis, work performed and final machine state.

2

Complete checks

Finish the relevant checklist and required test outcomes.

3

Capture evidence

Add photographs, parts, labour and supporting notes.

4

Record next action

Define recommendations, parts needs or follow-up visits.

5

Review and progress

Submit for office review and invoice readiness.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Sequential completion flow	Presents required sections in a deliberate order.	Technicians are less likely to overlook essential evidence.
Machine-specific checklists	Applies relevant service and test requirements.	Completion reflects the equipment and work type.
Required-field warnings	Surfaces missing notes, labour, parts or evidence.	The record can be corrected before submission.
Media attachments	Stores job photographs with the completion record.	Condition and work performed are easier to verify.
Follow-up creation	Turns unresolved work into a visible task or return visit.	Recommendations do not disappear inside notes.
Administrative review	Allows the office to verify and edit before invoicing.	Technical and commercial records remain aligned.

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 includes premium job-completion components, checklists, photos/media, labour and parts entry, warnings, follow-up tasks and invoice progression.

✓ Connected operating model

The workflow is designed to keep quality assurance connected to the relevant machine, customer, site, job and responsible user.

✓ Credible limitation

A checklist can encourage consistency but cannot by itself validate technical competence or guarantee that a test was performed correctly.

✓ Pilot requirement

A defined cohort should be measured from baseline through controlled use before any productivity, cost, revenue or satisfaction outcome is published.

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

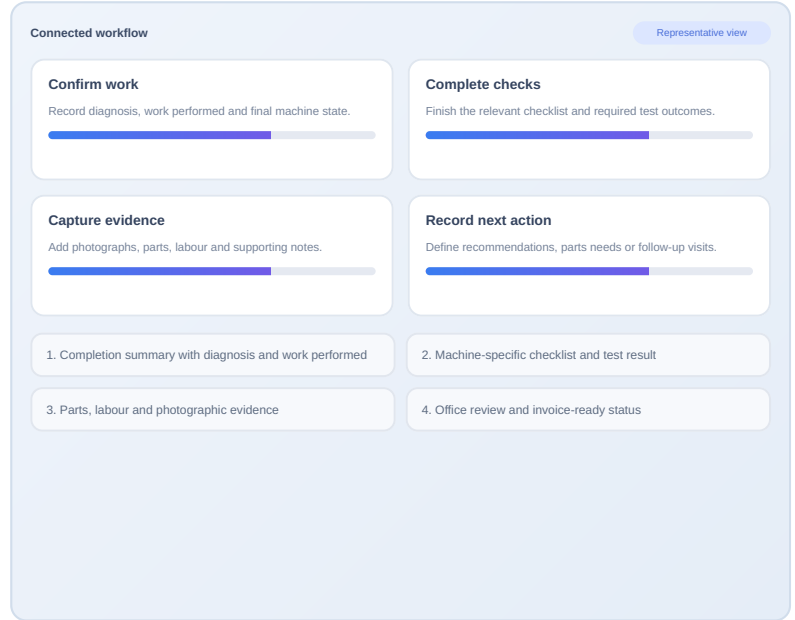
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Complete-record rate	Completion audit	Percentage meeting the agreed evidence standard at first submission.
Office clarification rate	Messages linked to completed jobs	Percentage requiring technician follow-up.
Checklist completion	Checklist records	Required checklist items completed by work type.
Media coverage	Attachment audit	Percentage of selected work types containing required images.
Invoice readiness delay	Completion and invoice timestamps	Median hours from technical finish to commercial readiness.
Post-completion correction	Edit history	Records materially changed after submission.

"A completed job should be understandable to the customer, the office and the next technician without relying on memory."

MAKE THE STORY TANGIBLE

Show the evidence standard behind one completed job

Present the completion sequence, required checklist, photos, labour and parts, warning resolution and final office review. The proof is consistency, not screen quantity.



Recommended evidence-building sequence

Phase 1 - Baseline Select a representative sample and record the current process, delays, errors and missing evidence.	Phase 2 - Controlled workflow Apply one agreed Corexa process, ownership rule and completion standard for 8-12 weeks.	Phase 3 - Verified result Report system-derived measures, dated screenshots and a participant-approved quotation.
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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.