

After Sales Strategy WE-EF

December 2021

General thoughts

- After sales stock should be kept in the main plants and only be sent to GC's when order is there
- Sending should be (depending on urgency) done within 5 working days from main plant
- Left over stock in GC's when phasing out a luminaire should be sent back to producing main plant if amount (cost wise) is reasonable otherwise scrapped after 2 years
- Tool based parts should once stock hits 0 not be produced as long as there is no order
- In case of After Sales there is no MOQ for the GC's, but when stock hits zero a general decision has to be made

After Sales Strategy

	Parts	Tools	Remarks
PCB	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → Keep 2% of cumulated production volume of the last 5 years for another 5 years	No tools required	Often stocking at supplier possible and generating of versions only been done when ordered
Drivers	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → Keep 2% of cumulated production volume of the last 5 years for another 5 years	No tools required	Often Retrofits possible, so stocking only if really necessary
Other electronics (e.g. surge protection)	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → Keep 2% of cumulated production volume of the last 5 years for another 5 years	No tools required	Often Retrofits possible, so stocking only if really necessary

After Sales Strategy

	Parts	Tools	Remarks
Steel profiles	no extra spare parts after production stop, but defined alternative products	No tools required	If parts are on stock, demand check of last 5 years need to be done
Steel parts	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → Keep 2% of cumulated production volume of the last 5 years for another 5 years	No tools required, Inhouse production on punching or laser – drawing would be sufficient	If parts are produced inhouse, no stocking
Plastic parts (e.g. covers, gaskets)	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → Keep 2% of cumulated production volume of the last 5 years for another 5 years	Keep tools for injection parts either with supplier for 5 years or store locally	No stocking of tool based parts when stock is 0, wait for next order and reorder MOQ

After Sales Strategy

	Parts	Tools	Remarks
Aluminium parts	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → Keep 2% of cumulated production volume of the last 5 years for another 5 years	< 500 scrap tools immediately after production stop (2 years) > 500 5 years after production stop	Depending on part tools can also be scrapped after 2 years
Glass parts (e.g. covers)	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → Keep 2% of cumulated production volume of the last 5 years for another 5 years	Keep tools for injection parts either with supplier for 5 years or store locally	No stocking of tool based parts when stock is 0, wait for next order and reorder MOQ
Screws and other DIN parts	< 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop > 500 sold last 5 years: → write off and scrap existing stock 2 years after production stop	No tools required	DIN parts should always be available