



Staples' Extended Service Warranty Process

Ron bought a Toshiba laptop with a two-year extended warranty from a Staples store on November 8. The laptop developed a problem in January: a broken wire in the AC power supply. At the beginning of February, Ron went to the store with his power supply and showed the staff the problem. They said that he should call the Toronto service centre to get a claim number. Ron called the Toronto service centre and explained the problem. After about 10 minutes he received a repair number. He found out that he has to also turn in the laptop even though the problem was only with the power supply. On February 11, Ron took his laptop and power supply, in the original box, to the store. It took the employee about 20–25 minutes to issue a repair depot technician service request (he had difficulty completing the form on the computer).

Ron waited until March 23, when he went to the store at around 1 p.m. He told the employee that it had been more than six weeks since he turned in his laptop and power supply, and he was wondering what had happened. First, the employee brushed off Ron's question by saying that repairs may take two to six weeks. Ron pointed out that it had been more than six weeks and the repair was a simple replacement of a common power supply. Reluctantly, the employee tried to pull up the service request on the computer. He had trouble locating it. After five minutes, he found the service request, which appeared to be cancelled. The employee couldn't explain what had happened and said that Ron should return and talk to Dylan after 4:00 p.m. Unfortunately, Ron didn't have time to do that. The next day, he went to the store around 7:00 p.m., and asked for Dylan. The manager, Jen, said that Dylan wasn't working then. Ron asked Jen if she could help. She couldn't find the service request on her computer, so she checked in her office in the back. After 10 minutes, she returned and said that the laptop had been shipped last Friday from Winnipeg and should arrive soon.

On April 3, Ron received a phone call from the store saying that the laptop had arrived. Ron went there the next day. An employee gave him his laptop and power supply. Ron pointed out that he had also turned in the box (which contained some manuals). She read the service request form and said that she didn't think that was correct. Ron left the store with his laptop and power supply. On April 9, Ron received a phone call from the store saying that his laptop box was there to be picked up.

Questions

1. State the quality problems incurred during the extended service warranty process described above.
2. For each quality problem, determine a quality assurance plan that could have prevented it in the first place.

Staples Extended Service Plan

**Stephen English,Zavarr Wilmshurst,P.
Tertius Kempson,James A. Van Cleve**

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The Insurance Times Stephen English,Zavarr Wilmshurst,P. Tertius Kempson,James A. Van Cleve,1900 *Statement of Disbursements of the House* United States. Congress. House,1996 Covers receipts and expenditures of appropriations and other funds *Introduction to Retailing* David E. Bell,Walter J. Salmon,1996 Kochie's 11-Step Money Plan For a Better Life David Koch,2019-03-26 David Koch online entrepreneur finance journalist and trusted Australian media personality knows a thing or two about the family finances Father of four kids sole breadwinner ad a man not afraid to admit to his own odd money mistake David has also spent hour after hour in the Sunrise studio tuning in to the way the average Australian thinks about money He knows the extent to which we all spend too much on silly stuff avoid keeping track of our expenses get overwhelmed by the cost of raising a family settle for less in terms of salary do without the things that would bring a bit of pleasure to our lives pay the banks too much in fees and interest David is here to help In 11 easy steps he shows us everything we need to do to pay less on the mortgage put up to 14 000 extra back in the average family budget get those finances sorted in 15 minutes a month develop a side hustle or get a salary increase or why not both learn a little about investing for the future tackle debt once and for all Friendly clear and easy to use this is the guide you need to reset your money habits so you can learn more worry less breathe easier and enjoy of the fruits of your labour This book is just the first step towards getting on top of your finances Kochie s weekly 11 Steps email newsletter is going to keep you on track well beyond the last page with timely tips news and opportunities for you to keep growing your wealth Just head to www.ymyl.com.au 11steps to get on the list 500 Great Ways to Save For Dummies The Experts at AARP,2023-06-14 Get smart and start saving without sacrificing the things you love With high prices for everything from food to gas how can you make ends meet and still have enough for the things you love 500 Great Ways to Save For Dummies is packed with creative ideas for cutting costs in small and big ways in dozens of categories ranging from groceries and healthcare to education travel and major purchases This fun book helps you get into a saving mindset know where your money goes and whittle down debt These quick tips are so easy you can start saving today Reduce everyday costs of groceries restaurant meals gas utilities home maintenance healthcare and insurance Save money on fitness pet care entertainment and all your hobbies Cut costs on big ticket items including vacations cars and appliances Find free stuff special discounts and money saving apps This is the only book you need to save money throughout the year *Statement of Disbursements of the House* ,2006 **Code of Federal Regulations** ,1983 Special edition of the Federal Register containing a codification of documents of general applicability and future effect with ancillaries Dead on Arrival: The Politics of Health Care in Twentieth-Century America Colin Gordon,2009-01-10 Why alone among industrial democracies does the United States not have national health insurance While many books have addressed this question Dead on Arrival is the first to do so based on original archival research for the full sweep of the twentieth century Drawing on a wide range of political reform business and labor records Colin Gordon

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Table of Contents Staples Extended Service Plan

1. Understanding the eBook Staples Extended Service Plan
 - The Rise of Digital Reading Staples Extended Service Plan
 - Advantages of eBooks Over Traditional Books
2. Identifying Staples Extended Service Plan
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Staples Extended Service Plan
 - User-Friendly Interface
4. Exploring eBook Recommendations from Staples Extended Service Plan
 - Personalized Recommendations
 - Staples Extended Service Plan User Reviews and Ratings
 - Staples Extended Service Plan and Bestseller Lists

5. Accessing Staples Extended Service Plan Free and Paid eBooks
 - Staples Extended Service Plan Public Domain eBooks
 - Staples Extended Service Plan eBook Subscription Services
 - Staples Extended Service Plan Budget-Friendly Options
6. Navigating Staples Extended Service Plan eBook Formats
 - ePub, PDF, MOBI, and More
 - Staples Extended Service Plan Compatibility with Devices
 - Staples Extended Service Plan Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Staples Extended Service Plan
 - Highlighting and Note-Taking Staples Extended Service Plan
 - Interactive Elements Staples Extended Service Plan
8. Staying Engaged with Staples Extended Service Plan
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Staples Extended Service Plan
9. Balancing eBooks and Physical Books Staples Extended Service Plan
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Staples Extended Service Plan
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Staples Extended Service Plan
 - Setting Reading Goals Staples Extended Service Plan
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Staples Extended Service Plan
 - Fact-Checking eBook Content of Staples Extended Service Plan
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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