SUNO SUNO GAUR SE

ISSUE #6



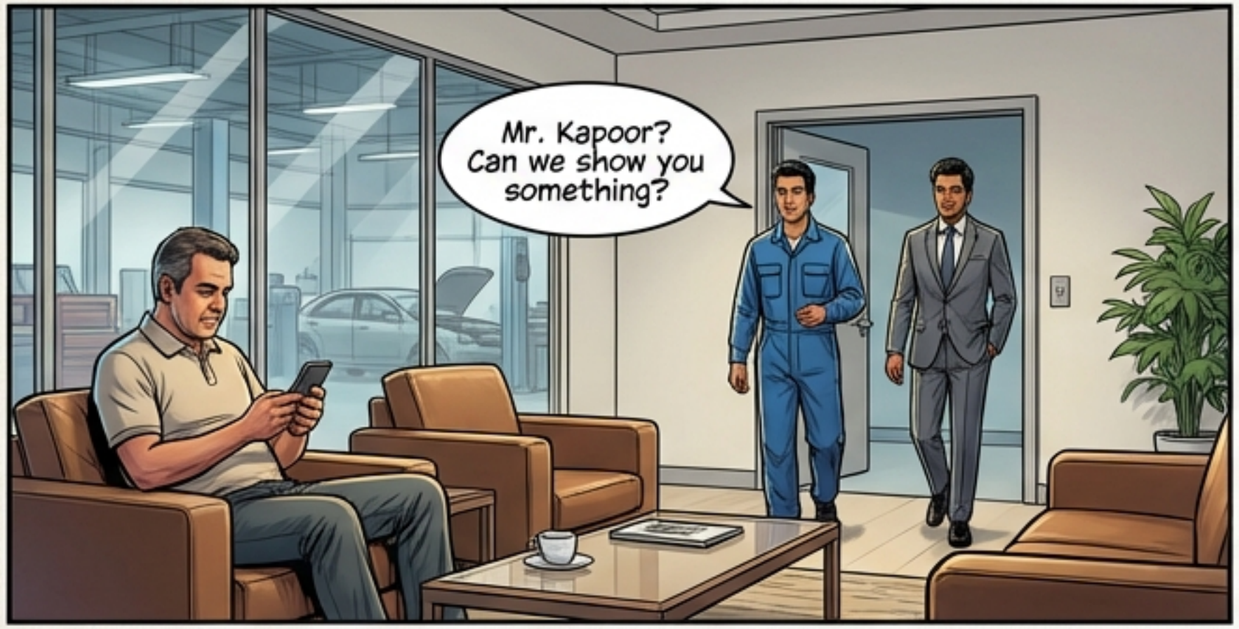
NotebookLM

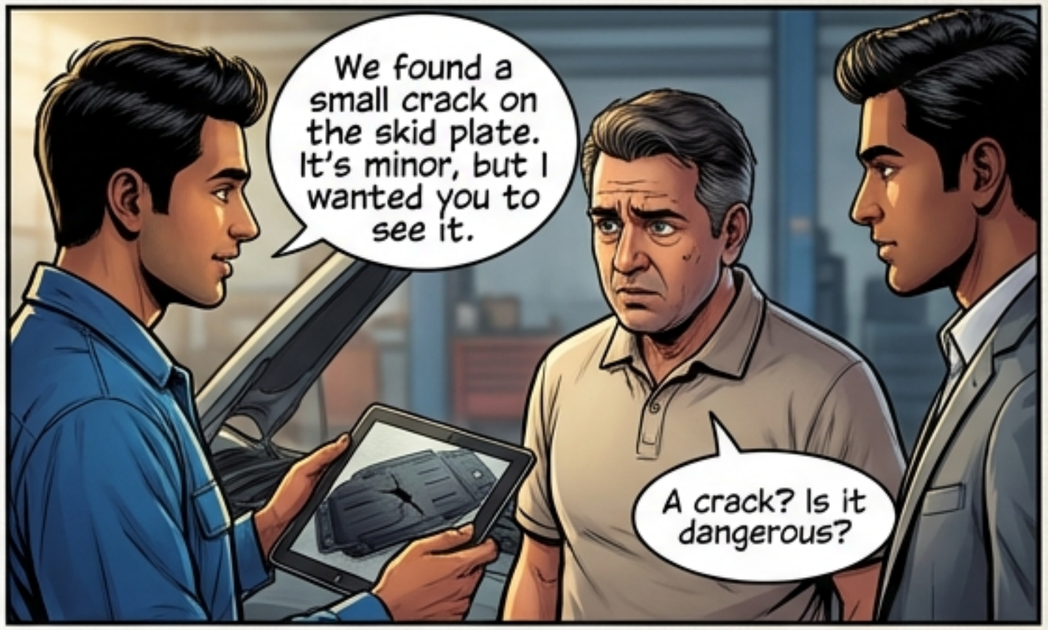

Hmm, hairline crack. Not affecting anything yet...
It's barely visible. Why create unnecessary worry? Just finish the service.
CHECKLIST
No Issues Found
Oil Change - Complete
Brake Check - OK
Tire Pressure - Adjusted
He's right. It's not urgent. I'll save the customer the stress.

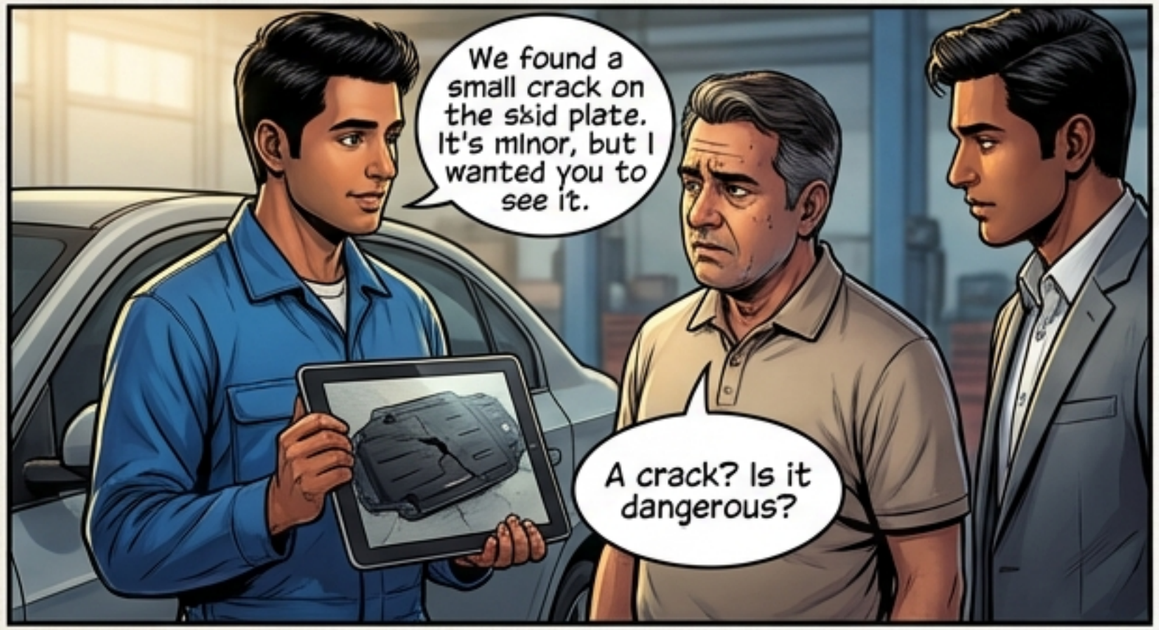
NotebookLM


Mind if I take a quick look?
You saw this?
Yes sir... but it's small. I didn't want to worry him unnecessarily.
So you decided for him what he should and shouldn't know about his own vehicle?

NotebookLM


Mr. Kapoor? Can we show you something?


We found a small crack on the skid plate. It's minor, but I wanted you to see it.
A crack? Is it dangerous?

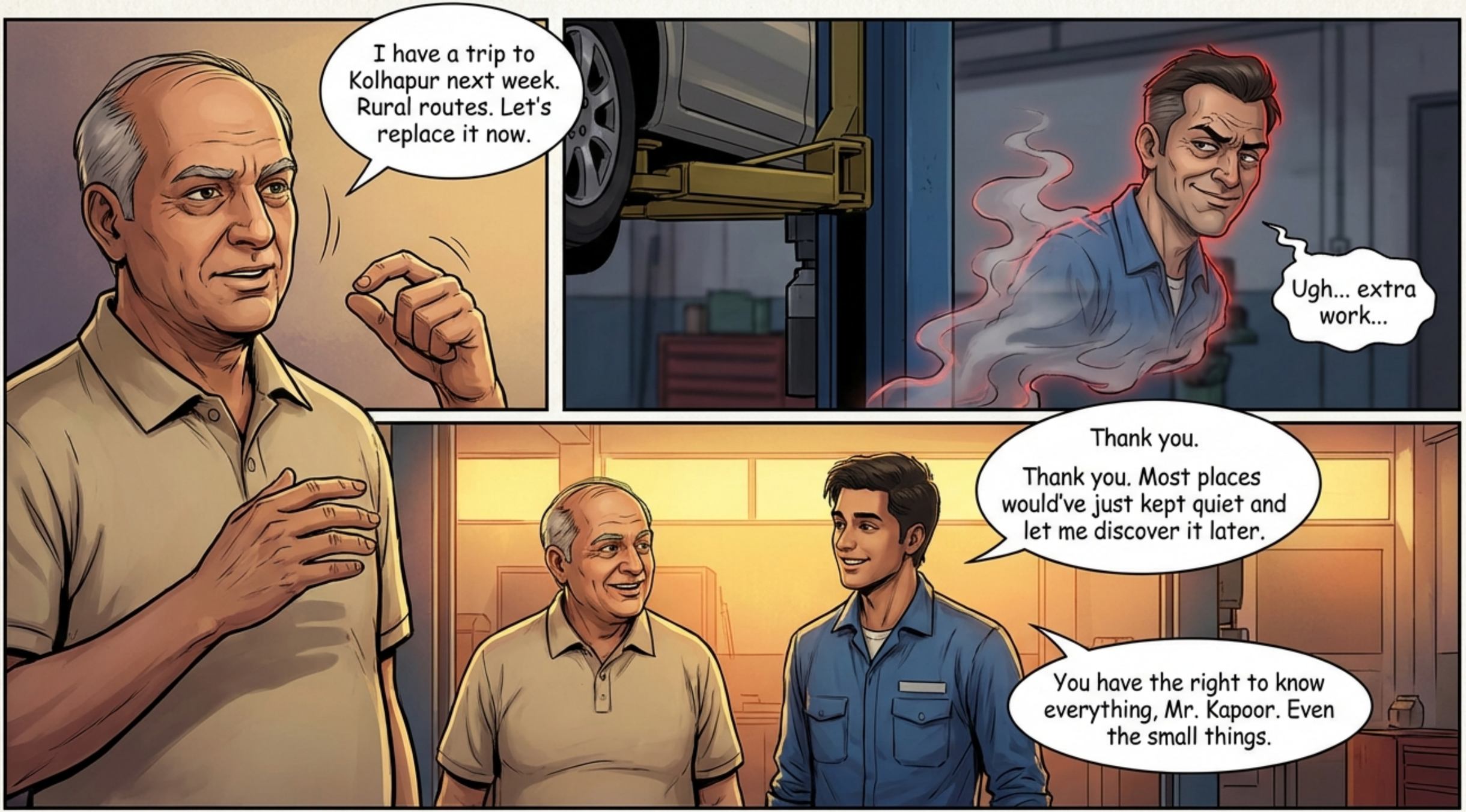

We found a small crack on the skid plate. It's minor, but I wanted you to see it.
A crack? Is it dangerous?


Not immediately. It's stable right now. But honesty is our policy.

NotebookLM

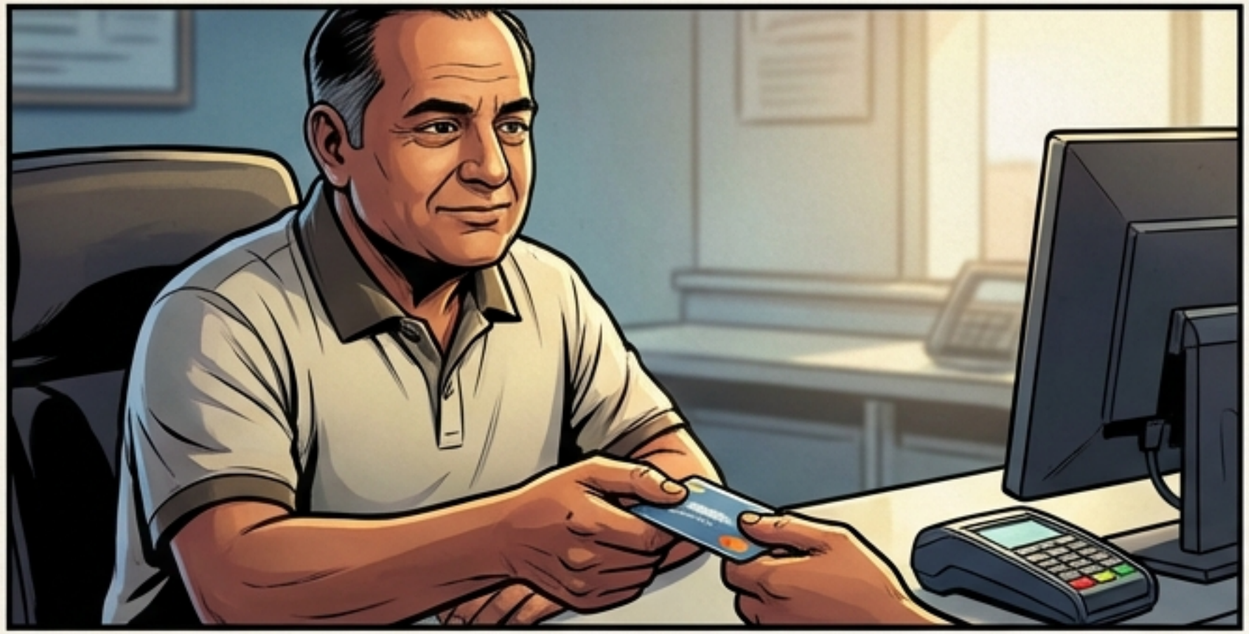

What would you do if this was your vehicle?
I'd monitor it. If you're driving in the city, wait until next service.
But if you're planning highway trips or rough roads soon, I'd replace it for peace of mind.

NotebookLM


I have a trip to Kolhapur next week. Rural routes. Let's replace it now.
Ugh... extra work...
Thank you.
Thank you. Most places would've just kept quiet and let me discover it later.
You have the right to know everything, Mr. Kapoor. Even the small things.

NotebookLM

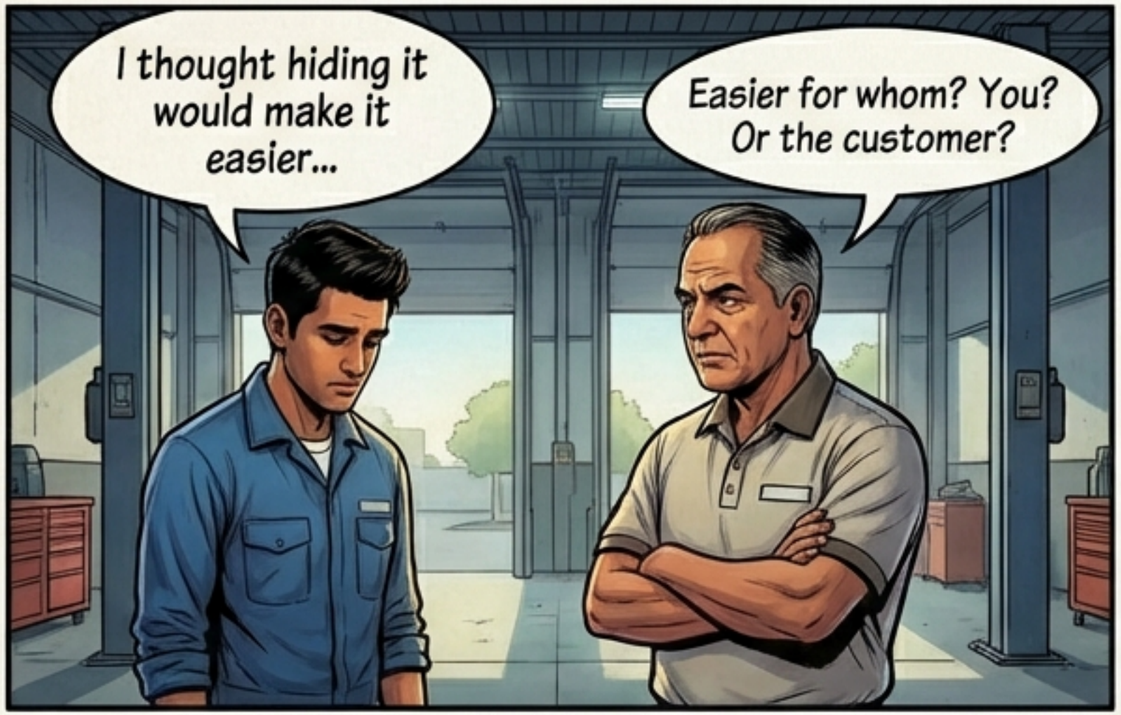
THE TRUST DIVIDEND







NotebookLM

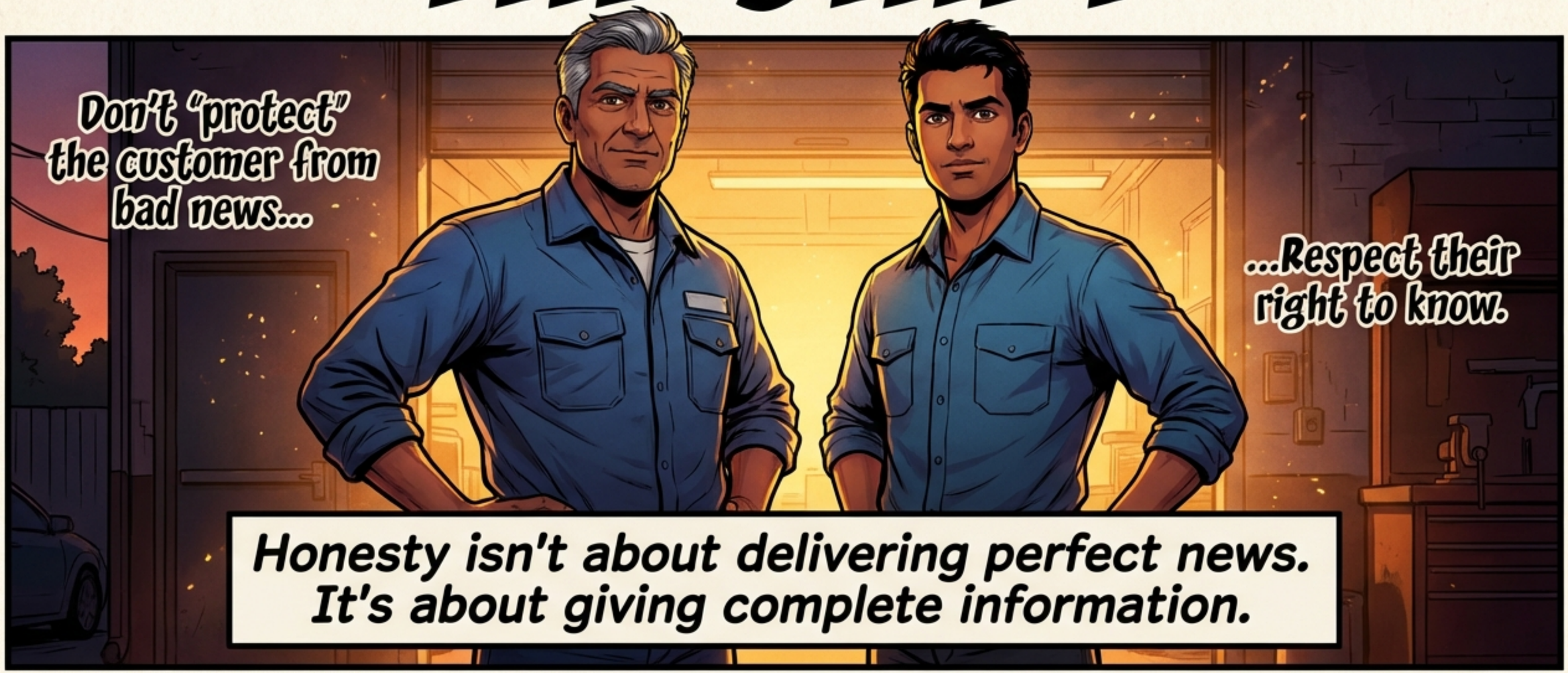

I thought hiding it would make it easier...
Easier for whom? You? Or the customer?


If that happened, he would never trust us again. One small silence destroys years of trust.


THE ROAD NOT TAKEN
The plate broke! Why didn't you tell me it was cracked during service?!

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THE SHIFT



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SUNO GAUR SE

Customer Centric Culture Project

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