

# TRIAL SHIPMENT FOR 84 INCH TV TO HOME USER

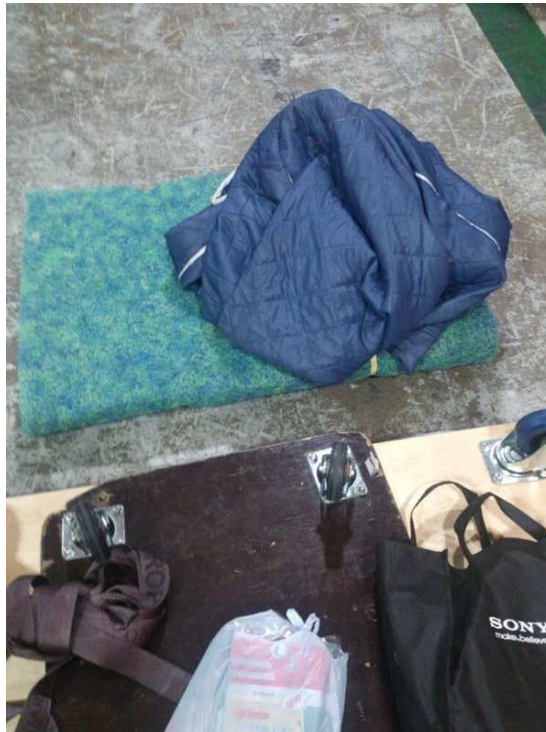
<i>14/01</i>	<i>11:30</i>	<i>84" TV arrived at destination</i>
	<i>12:00</i>	<i>SONY engineer arrived at destination</i>
	<i>13:00</i>	<i>Delivery Completed &amp; POD signed</i>

## 1. Delivery process

14 Jan 2013 , 11:30

- Cargo arrived at destination – customer's home downstairs on the G/F

Delivery material prepared for 84" TV



## 1. Delivery process

14 Jan , 11:30

- The 84" TV has arrived at its destination – customer's home downstairs

Assigned vehicle for delivery



## 1. Delivery process

14 Jan , 12:00

- SONY in-stalling engineer arrived – customer's downstairs

*Cargo unloading from the truck, due to the size of the goods were too large to use a hand-pallet truck , it must be un-packed before unloading.*

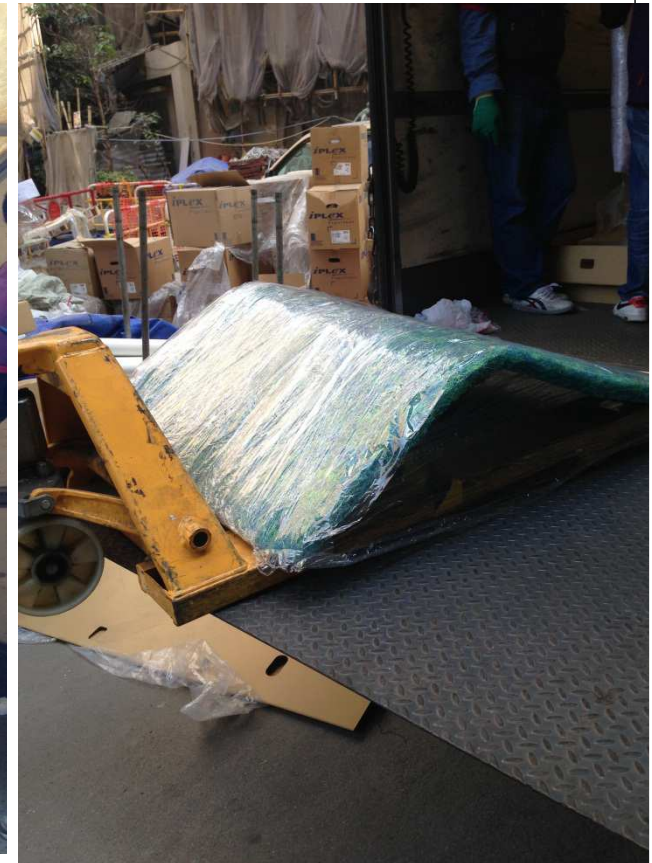


## 1. Delivery process

14 Jan , 12:00

- *SONY in-installing engineer arrived – customer's downstairs*

*Used delivery material to support the 84£ TV and unloaded it from the truck*



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14 Jan , 12:00

- *SONY in-stallation engineer arrived – customer's downstairs*

*Used delivery material to support the 84£ TV and unloaded it from the truck*



## 1. Delivery process

14 Jan , 13:00

- *Delivery completed.*

*The 84" TV is placed in the customer's home on the 40<sup>th</sup> Floor and the SONY engineer prepares it for installation.*

*SAL used total 8 labourers for making delivery.*



## **2. Countermeasure & Solution**

**The 84" TV is heavy and required 6~7 labourers for making the safe delivery, as the TV must be manually unloaded from the truck and hand-carried to the home of the user on the 40<sup>th</sup> Floor of the building.**