

Home & Repair Services — 100 tools

All tools · at-a-glance descriptions · Generated 27 Aug 2026

This is the full list of AiSevak tools in this industry, each with a short description of what it produces. Open any tool on aisevak.in to run it.

Business Setup & Model

Home Services Business Setup Guide

Produces a setup plan for a home-services business — model (single-trade, multi-service, or aggregator), registrations and licences, service area, technician plan, tooling and a launch checklist. Use it to start out. For the full plan use the Home Services Business Plan.

Home Services Business Plan

Builds a structured business plan for a home-services business — market, service model, technician/ops model, unit economics and growth, and milestones. Use it for a loan or investor. For per-job economics use the Job Costing & Pricing Model.

Business Model Selector

Compares operating models for a home-services business — employed technicians, gig/partner technicians, franchise, or listing on aggregators — on control, cost, quality, scalability and risk, and recommends the fit. Use it to choose your model. For setup use the Home Services Business Setup Guide.

Service Area & Expansion Plan

Plans your service area and expansion — which localities to cover, technician density vs travel time, response-time promise, and phased geographic growth — so technicians stay productive and customers get fast service. Use it to plan coverage. For scheduling use the Booking & Dispatch System.

Service Line Feasibility Study

Analyses whether to add a new service line (e.g. pest control, deep cleaning, painting) to your home-services business — demand, technician/skill and licence needs, margin and cross-sell — with a go/no-go. Use it before expanding services. For the catalog use the Service Catalog & Menu Planner.

Organisation & Roles Planner

Designs the organisation for a home-services business — technicians/team-leads, dispatch/coordination, quality, customer support, and accounts — with roles and ratios as you scale. Use it to structure the team. For hiring use the Technician Hiring & Verification Kit.

Home Services Brand Positioning

Crafts brand positioning for a home-services business — the customer you serve best and your edge (trust/verified technicians, reliability, quality, transparent pricing, warranty) — with messaging and a tagline, so you compete on trust rather than only price. Use it to sharpen identity. For marketing use the Local Marketing Plan.

Service Catalog & Pricing

Service Catalog & Menu Planner

Builds a service catalog/menu — services grouped by category, clear scope for each, and price basis (fixed/visit-charge/estimate) — so customers know exactly what you do and what it costs. Use it to define your offering. For pricing depth use the Service Pricing Model.

Service Pricing Model

Builds a pricing model for services from discrete cost drivers — technician time/cost, travel, materials, overhead and target margin — expressed as visit charge + labour + materials, so jobs are priced profitably and consistently. Use it to set prices. For a specific job use the Job Quotation & Estimate Builder.

Service Package & Bundle Design

Designs service packages and bundles — combining related services (e.g. full-home deep clean + pest, AC + appliance check) at attractive package prices — so you raise ticket size and give customers value. Use it to create bundles. For AMC use the AMC / Subscription Plan Design.

AMC / Subscription Plan Design

Designs annual maintenance contract (AMC) / subscription plans — coverage and visit schedule, pricing, exclusions and terms — for appliances, home maintenance or cleaning, so you build predictable recurring revenue and lock in customers. Use it to launch AMC. For the contract use the AMC Contract & Terms tool.

Job Quotation & Estimate Builder

Builds a clear job quotation/estimate — diagnosis, scope, labour and materials with prices, GST, warranty and terms — so customers get a transparent, professional estimate they trust and approve. Use it to quote a job. For your pricing basis use the Service Pricing Model.

Visit Charge & Diagnosis Fee Policy

Builds a visit-charge/diagnosis-fee policy — when to charge a visit fee, how much, adjusting it against the job if approved, and communicating it upfront — so technician time is not wasted on free visits and no-jobs, while staying fair to customers. Use it to stop free-visit losses. For pricing use the Service Pricing Model.

Transparent Rate Card Builder

Builds a transparent, published rate card for common jobs — clear prices or price ranges with what is included — so customers trust your pricing, haggling drops, and technicians cannot over- or under-charge. Use it to standardise pricing. For the full catalog use the Service Catalog & Menu Planner.

Upsell & Cross-Sell Guide

Builds an upsell and cross-sell guide for technicians — genuine add-ons and preventive suggestions (AMC after a repair, related fixes spotted, better parts, other services) with ethical scripts — so ticket value and repeat rise without eroding trust. Use it to train technicians on value. For AMC use the AMC / Subscription Plan Design.

Technician Sourcing & Verification

Technician Hiring & Verification Kit

Produces a technician hiring kit — role and skill requirements, sourcing, a practical skill test, an honesty/behaviour interview, and mandatory background verification — so you hire skilled, trustworthy technicians who are safe in customer homes. Use it to recruit. For the contract use the Technician Employment / Partner Agreement.

Technician Training & Skilling

Designs a technician training and skilling program — technical/trade skills, service and customer behaviour, safety, upselling ethics, and hygiene/professionalism — so technicians deliver quality work with a great customer experience. Use it to build capability. For hiring use the Technician Hiring & Verification Kit.

Background Verification & Trust Protocol

Builds a background-verification and trust protocol — police/ID verification of every technician, verified-technician communication to customers (name/photo/ID shared before visit), women-safety measures, and incident handling — so customers feel safe letting your technician in. Use it as a core trust system. For hiring use the Technician Hiring & Verification Kit.

Technician Onboarding & Standards

Builds a technician onboarding program — documentation and verification, service and behaviour standards, app/tools and process training, safety, and supervised initial jobs — so new technicians represent the brand well from day one. Use it to onboard technicians. For training use the Technician Training & Skilling tool.

Gig / Partner Technician Model

Builds a gig/partner technician model — onboarding and verification of partners, commission/payout, quality and behaviour standards, incentives and deactivation rules — so you scale capacity flexibly without losing quality or trust. Use it to run a partner network. For the agreement use the Technician Employment / Partner Agreement.

Uniform, ID & Kit Standards

Defines uniform, ID and tool-kit standards for technicians — branded uniform and visible ID, a complete trade tool-kit and consumables, cleanliness gear (shoe covers, floor sheet), and safety equipment — so technicians look professional, trustworthy and are properly equipped. Use it to set field standards. For onboarding use the Technician Onboarding & Standards tool.

Technician Productivity Improvement

Builds a plan to raise technician productivity — cutting travel/dead time, first-visit completion (carrying parts), scheduling density, and reducing rework/callbacks — so each technician does more good jobs per day, the key economic lever. Use it to lift utilisation. For scheduling use the Booking & Dispatch System.

Booking, Dispatch & Scheduling

Booking & Enquiry Management System

Designs a booking and enquiry-management system — capturing enquiries across channels (call/WhatsApp/website/app), qualifying and scheduling, confirmation and reminders, and not losing leads — so every enquiry is captured and converted. Use it to organise bookings. For assigning technicians use the Dispatch & Job Assignment System.

Dispatch & Job Assignment System

Designs a dispatch and job-assignment system — matching jobs to technicians by skill, location and availability, balancing load, real-time reassignment, and communication — so jobs are assigned efficiently and technicians stay productive. Use it to run dispatch. For scheduling use the Scheduling & Slot Management tool.

Scheduling & Slot Management

Designs a scheduling and slot-management approach — realistic time slots and buffers, technician calendars, handling urgent vs scheduled jobs, and avoiding over-booking or idle gaps — so appointments are kept and time is used well. Use it to manage schedules. For dispatch use the Dispatch & Job Assignment System.

Route & Travel Optimization

Builds a route and travel-optimization approach — clustering jobs by area, sequencing a technician day to minimise travel, and zoning technicians — so technicians spend time on jobs, not commuting (the biggest hidden cost). Use it to cut travel. For productivity use the Technician Productivity Improvement tool.

Job Tracking & Status Communication

Designs a job-tracking and status-communication system — updates at booking/assignment/on-the-way/arrival/completion, technician details and ETA, and post-job feedback — so customers are informed and reassured (like the aggregator experience). Use it to improve experience. For booking use the Booking & Enquiry Management System.

No-Show & Cancellation Management

Builds a no-show and cancellation management approach — confirmation and reminders to reduce no-shows, a fair cancellation/rescheduling and visit-charge policy, and filling freed slots — so technician trips are not wasted on customers who are not home or cancel. Use it to cut wasted visits. For visit charges use the Visit Charge & Diagnosis Fee Policy.

Service Delivery & Quality

Service Delivery SOP

Writes a service-delivery SOP — the end-to-end job workflow from arrival to closure (greet, protect the home, diagnose, estimate and approval, do the work, test, clean up, invoice, feedback) — so every job is done professionally and consistently. Use it to standardise delivery. For quality checks use the Quality Checklist & Before/After tool.

Quality Checklist & Before/After

Builds job quality checklists and a before/after documentation practice — trade-specific completion checks and before/after photos — so quality is verified, disputes are avoided, and work can be shown to the customer. Use it to assure quality. For the SOP use the Service Delivery SOP.

Warranty & Callback Handling

Builds a warranty and callback-handling policy — warranty periods by service/part, what is covered vs not, free-callback rules, root-causing recurring issues, and technician accountability — so genuine warranty issues are honoured cheaply and callbacks are minimised. Use it to manage repeat visits. For complaints use the Complaint Resolution SOP.

Complaint Resolution SOP

Writes a complaint-resolution SOP — channels and logging, quick acknowledgement and resolution timelines, service recovery (re-do/refund/goodwill), escalation, and learning from complaints — so issues are resolved fast and fairly and customers are retained. Use it to handle complaints. For reviews use the Customer Feedback & Rating System.

Customer Feedback & Rating System

Designs a customer feedback and rating system — post-job rating and feedback capture, using it to manage technician quality, generating Google/online reviews from happy customers, and acting on low ratings — so you measure and improve satisfaction and build online reputation. Use it to run feedback. For reputation use the Reviews & Reputation Management tool.

On-Site Safety Protocol

Builds an on-site safety protocol — electrical safety, working at heights, chemical/pest and gas/refrigerant handling, tool safety, and protecting the customer home and occupants — so jobs are done without injury or damage. Use it to prevent accidents. For customer-home respect use the Cleanliness & Home-Respect Standards tool.

Cleanliness & Home-Respect Standards

Defines cleanliness and home-respect standards — shoe covers, floor protection, containing mess, cleaning up after work, and respectful conduct in the customer home — so customers feel their home is respected, a huge trust and repeat driver. Use it to set field conduct. For the SOP use the Service Delivery SOP.

Genuine Parts & No-Cheating Policy

Builds a genuine-parts and honesty policy — sourcing and using genuine/quality parts (or transparently offering options), honest diagnosis (no inventing faults or unnecessary replacements), transparent part pricing, and technician accountability — so customers trust that you do not cheat them, the core of a durable home-services brand. Use it to enforce honesty. For upselling ethics use the Upsell & Cross-Sell Guide.

Customer Management & Retention

Customer Database & Retention System

Designs a customer database and retention system — capturing every customer with service history and appliances owned, service-due reminders, follow-up, and re-engagement — so one-time jobs become repeat customers and you are not dependent on paid leads. Use it to build repeat business. For loyalty use the Repeat & Loyalty Program.

AMC Renewal & Recurring Revenue

Builds an AMC renewal and recurring-revenue system — timely renewal reminders, demonstrating value (visit records, savings), renewal offers, and reducing churn — so your AMC base compounds into predictable recurring revenue. Use it to grow AMC renewals. For designing plans use the AMC / Subscription Plan Design.

Repeat & Loyalty Program

Designs a repeat and loyalty program — rewards for repeat bookings, priority service for loyal customers, and appliance-portfolio ownership (servicing all their needs) — so customers keep choosing you over local guys and aggregators. Use it to build loyalty. For referrals use the Referral Program.

Referral Program

Designs a referral program — incentivising satisfied customers to refer neighbours/friends/society, making referring easy, and rewarding both sides — so word-of-mouth (the cheapest, most trusted acquisition in home services) becomes systematic. Use it to drive referrals. For B2B accounts use the B2B / Society / Corporate Accounts tool.

B2B / Society / Corporate Accounts

Builds a plan to win and serve B2B accounts — housing societies (common-area/AMC tie-ups), offices, builders, PGs/hostels and property managers — for steady, higher-volume recurring work. Use it to grow institutional business. For the contract use the B2B / AMC Service Contract tool.

Lapsed-Customer Win-Back

Builds a win-back campaign for lapsed customers — identifying those who have not booked in a while, understanding why, and re-engaging with a reason to return (reminder, offer, new service) — so you reclaim customers before they are lost to competitors. Use it to recover lapsed customers. For the database use the Customer Database & Retention System.

Membership / Priority Plan

Designs a paid membership/priority plan — an annual membership giving priority service, discounted labour, free diagnosis and perks — so you get upfront recurring income and lock in customers, distinct from appliance-specific AMC. Use it to add a membership tier. For AMC use the AMC / Subscription Plan Design.

Marketing & Lead Generation

Local Marketing Plan

Builds a local-marketing plan for a home-services business — local visibility, society and gate tie-ups, WhatsApp and pamphlet marketing, vehicle branding, and referrals — so nearby households call you first. Use it for local growth. For online discovery use the Google Business Profile & Local SEO tool.

Google Business Profile & Local SEO

Builds a Google Business Profile and local-SEO plan — profile optimisation, service areas, reviews, and ranking for near-me service searches — so households searching for a plumber/electrician/AC repair nearby find you. Use it to win local search. For paid ads use the Digital Ads Plan.

Aggregator Strategy (Urban Company etc.)

Builds a strategy for aggregator platforms (Urban Company, Justdial, Sulekha, NoBroker) — when to use them for volume, the commission and rating economics, meeting their standards, and building your own direct channel so you are not dependent — so aggregators help rather than trap you. Use it to decide aggregator use. For direct acquisition use the Local Marketing Plan.

Digital Ads (Google / Meta) Plan

Builds a digital-ads plan — Google search (high-intent near-me service searches) and Meta for awareness/retargeting, with local targeting, offers, and cost-per-lead targets tied to job margin — so ad spend brings profitable booking calls. Use it to run paid ads. For organic search use the Google Business Profile & Local SEO tool.

Social Media & Content Plan

Builds a social-media and content plan — helpful home-care tips, before/after transformations, service showcases, and trust content (verified technicians, reviews) — so you build local following and trust that converts to bookings. Use it for social presence. For reviews use the Reviews & Reputation Management tool.

Society & Community Marketing

Builds a society/community marketing plan — getting into apartment societies via committee tie-ups, notice boards, resident WhatsApp groups, demo camps and society-exclusive offers — so one entry point brings many households in a trusted cluster. Use it to grow via societies. For B2B contracts use the B2B / Society / Corporate Accounts tool.

Lead-to-Booking Conversion

Builds a lead-to-booking conversion playbook — answering fast, qualifying and quoting confidently, handling price and trust objections, and following up — so you win more of the enquiries you already get instead of losing them to whoever answers first. Use it to raise conversion. For capturing leads use the Booking & Enquiry Management System.

Reviews & Reputation Management

Builds a reviews and reputation plan — systematically generating genuine Google/aggregator reviews from happy customers, responding to negatives with service recovery, and managing overall reputation — so your rating (the top local trust and ranking factor) stays high. Use it to build reputation. For feedback capture use the Customer Feedback & Rating System.

Trade-Specific Playbooks

AC Service & Repair Playbook

Builds an operating playbook for an AC service/repair/install line — service and repair SOPs, gas/refrigerant handling and safety, pricing (service/gas/install/AMC), seasonality (summer peak) staffing, spares, and common-fault diagnosis — so you run AC services well and profitably. Use it for the AC line. For pricing use the Service Pricing Model.

Appliance Repair Playbook

Builds an operating playbook for appliance repair (RO, washing machine, refrigerator, microwave, geyser, chimney) — diagnosis and repair SOPs, genuine-parts practice, pricing, spares, warranty/callback control, and AMC opportunities — so you run appliance repair reliably and honestly. Use it for the appliance line. For parts honesty use the Genuine Parts & No-Cheating Policy.

Plumbing Service Playbook

Builds an operating playbook for plumbing services — common jobs and SOPs (leaks, taps, drainage, tanks, bathroom fittings), materials and quality, pricing (labour + materials), water-safety, and society/AMC opportunities — so you run plumbing profitably with quality. Use it for the plumbing line. For pricing use the Service Pricing Model.

Electrical Service Playbook

Builds an operating playbook for electrical services — common jobs and SOPs, strict electrical safety, licensing/qualified-technician requirements, quality materials, pricing, and when to escalate to a licensed contractor — so you run electrical work safely and compliantly. Use it for the electrical line. For safety use the On-Site Safety Protocol.

Pest Control Service Playbook

Builds an operating playbook for pest control — service types and SOPs, mandatory licensing under the Insecticides Act, safe chemical handling and dosage, occupant/pet safety, warranty/re-treatment, and AMC recurring revenue — so you run pest control compliantly and safely. Use it for the pest line. For adding it use the Service Line Feasibility Study.

Deep Cleaning & Housekeeping Playbook

Builds an operating playbook for deep cleaning and housekeeping — service types and detailed cleaning SOPs/checklists, materials and equipment, before/after documentation, pricing by home size, staffing, and recurring/subscription opportunities — so you run cleaning consistently and profitably. Use it for the cleaning line. For quality use the Quality Checklist & Before/After tool.

Painting & Renovation Playbook

Builds an operating playbook for painting and small renovation — site assessment and quotation (area, prep, coats, materials), surface prep and application SOPs, material and labour management, timelines, quality, and warranty — so painting projects are quoted and delivered profitably without disputes. Use it for the painting line. For quotes use the Job Quotation & Estimate Builder.

Carpentry & Handyman Playbook

Builds an operating playbook for carpentry and handyman services — common jobs and SOPs (furniture repair, fittings, door/window, mounting, minor fixes), materials and hardware, pricing (labour + materials), quality, and bundling small jobs — so general repairs are delivered profitably and completely. Use it for the carpentry/handyman line. For pricing use the Service Pricing Model.

Finance & Unit Economics

Job Costing & Profitability

Computes true profit per job from discrete inputs — job price, technician time cost, travel/dead-time, materials, payment/commission fees and overhead share — so you know which jobs and services actually make money. Use it to understand per-job economics. For pricing use the Service Pricing Model.

Business P&L Modeller

Models the monthly business P&L from discrete lines — revenue, technician payroll/payouts, materials, marketing/commission, transport and overheads — to margin and per-technician economics. Use it to understand profitability. For per-job use the Job Costing & Profitability tool.

Break-Even Analysis

Computes break-even from discrete inputs — average contribution per job and monthly fixed costs — giving the jobs/day (and per technician) needed to break even and the margin of safety. Use it to set your minimum activity. For the P&L use the Business P&L Modeller.

Technician Unit Economics

Computes per-technician economics from discrete inputs — jobs/day, revenue per job, technician cost, and allocated overhead — to revenue and profit generated per technician, so you know if adding technicians is profitable. Use it to evaluate technician productivity and scaling. For overall P&L use the Business P&L Modeller.

Customer Acquisition Cost & LTV

Computes customer acquisition cost (CAC) and lifetime value (LTV) from discrete inputs — marketing/commission spend per new customer vs repeat jobs, AMC and referrals over time — so you know how much to spend to acquire and why repeat matters. Use it to guide marketing spend. For retention use the Customer Database & Retention System.

Working Capital & Cash Flow

Plans working capital and cash flow from discrete drivers — materials/spares inventory, technician payout timing, B2B/AMC credit given vs cash jobs, and aggregator settlement lag — so cash stays healthy. Use it to manage cash. For the P&L use the Business P&L Modeller.

Pricing Optimization

Analyses your pricing for optimisation — where you are under-priced vs value, visit-charge and materials-margin capture, service-mix toward higher-margin work, and testing price changes — so you lift profit without losing bookings. Use it to review pricing. For the base model use the Service Pricing Model.

Home Services Business Valuation

Estimates a home-services business valuation from discrete inputs — revenue and growth, profitability, recurring (AMC/membership) base, customer base and brand, minus debt — using earnings and revenue approaches, for a sale or investment. Use it for a valuation range. For the P&L behind it use the Business P&L Modeller.

Regulatory & Compliance

Registrations & Licences Guide

Maps the registrations and licences a home-services business needs — GST, Shops & Establishment (Gumasta), Udyam, trade licence, and trade-specific licences (electrical-contractor, pest-control under the Insecticides Act) — separating mandatory from service-specific. Use it to map compliance. For the calendar use the Compliance Calendar.

GST Compliance for Services

Guides GST compliance for a home-services business — registration threshold, SAC codes and rate on services, input tax credit on materials, billing/invoicing, aggregator TCS, and returns — so your billing and filings are correct. Use it to set up GST. For registrations use the Registrations & Licences Guide.

Trade-Specific Licences Guide

Explains the trade-specific licences home-services businesses need for regulated work — electrical-contractor and wireman/supervisor licences, pest-control operator licence under the Insecticides Act, and any refrigerant-handling norms — with the process and why they matter for legality and liability. Use it before offering regulated services. For general registrations use the Registrations & Licences Guide.

Labour & Statutory Compliance

Explains labour and statutory compliance for a home-services employer — PF, ESI, professional tax, minimum wages, the employee-vs-gig-contractor distinction, and worker safety/insurance — so you are compliant, especially given field-work injury risk. Use it to set up HR compliance. For the calendar use the Compliance Calendar.

Safety, Insurance & Liability

Guides the insurance and liability protection a home-services business needs — public/third-party liability (damage to customer property), workmen/accident cover for technicians, and handling damage/theft/injury claims — so an accident or damage does not become a ruinous liability. Use it to manage risk. For on-site safety use the On-Site Safety Protocol.

Consumer Protection & Service Terms

Explains consumer-protection obligations and helps set fair service terms — transparent pricing and warranty, honest service (no deficiency/overcharging), grievance redressal, and defensible documentation — so you treat customers fairly and reduce consumer-complaint risk. Use it to make terms compliant. For complaints use the Complaint Resolution SOP.

Customer Data Privacy (DPDP)

Explains data-privacy obligations (DPDP Act) for a home-services business handling customer addresses, phone numbers and access details — consent, secure storage, limiting technician access, and safe handling — so sensitive home/access data is protected (a real safety issue too). Use it to set data practices. For the trust protocol use the Background Verification & Trust Protocol.

Contracts & Commercial

Technician Employment / Partner Agreement

Drafts a technician employment or gig-partner agreement with each term separate — role, pay/commission, conduct and child/customer safety, verification, honesty and no-direct-dealing, tools/uniform, and termination — so technicians are bound to standards and trust obligations. Use it for technicians/partners. For the trust protocol use the Background Verification & Trust Protocol.

AMC / Service Contract & Terms

Drafts an AMC/service contract with each term separate — coverage and visit schedule, parts included vs extra, response time, price and renewal, exclusions, and liability — so AMC customers know exactly what they get and disputes are avoided. Use it for AMC customers. For designing plans use the AMC / Subscription Plan Design.

B2B / Society Service Contract

Drafts a B2B/society service contract (housing society, office, PG) with each term separate — scope and SLAs, staffing and verification, rates and payment/credit, penalties, and term — so institutional service is clear and payment is protected. Use it for society/corporate accounts. For winning them use the B2B / Society / Corporate Accounts tool.

Standard Service Terms & Conditions

Drafts standard service terms and conditions with each term separate — pricing and estimates, warranty, parts, liability for damage, cancellation/visit charge, and dispute handling — so every job runs on clear, fair, defensible terms. Use it as your standard T&C. For credit AMC use the AMC / Service Contract & Terms tool.

Home Services Franchise Agreement

Drafts a home-services franchise agreement with each term separate — brand and systems licence, territory, fees/royalty, standards and verification/quality control, and term/exit — so you expand via franchisees while protecting brand and trust. Use it to franchise. For the business plan use the Home Services Business Plan.

Vendor / Supplier Agreement

Drafts a vendor/supplier agreement for spare parts, materials or equipment with each term separate — supply scope and rates, genuine-parts/quality guarantee, credit, delivery, and term — so your parts supply is reliable and genuine. Use it to lock suppliers. For genuine-parts policy use the Genuine Parts & No-Cheating Policy.

Confidentiality & Non-Compete Agreement

Drafts a confidentiality and reasonable non-compete/non-solicit agreement with each term separate — protecting the customer database, pricing/SOPs, and preventing key staff/partners from poaching customers or replicating the business — so your hard-built customer base and know-how are protected lawfully. Use it for key staff/partners. For technician terms use the Technician Employment / Partner Agreement.

Operations, Parts & Inventory

Spare Parts & Inventory Management

Builds a spare-parts inventory system — which fast-moving parts to stock centrally and on the van, reorder levels, genuine sourcing, and issue/return tracking — so jobs complete in one visit without tying up cash in dead parts. Use it to run parts stock. For van stock use the Technician Van/Bag Stock Optimization tool.

Parts & Materials Procurement

Builds a procurement system for parts, materials and consumables — supplier selection (genuine, reliable, credit), rate negotiation, order planning against usage, and quality checks — so you get genuine parts at good rates without stockouts or over-buying. Use it to organise buying. For the supplier contract use the Vendor / Supplier Agreement.

Warranty & Job History Tracking

Designs a warranty and job-history tracking system — recording each job, parts used and warranty period per customer/appliance, so warranty callbacks are validated, repeat service is informed, and appliance service-due reminders are triggered. Use it to track warranties and history. For retention use the Customer Database & Retention System.

Tools & Equipment Management

Builds a tools and equipment management system — issuing complete trade kits, maintenance and calibration of machines (gas gauges, cleaning machines, drills), accountability and loss control, and equipment for higher-value services — so technicians are always equipped and tools are not lost. Use it to manage tools. For kit standards use the Uniform, ID & Kit Standards tool.

Consumables & Chemical Stock Control

Builds a consumables and chemical stock-control system — for cleaning and pest chemicals, dosage/usage norms per job, safe storage, and controlling over-use/pilferage — so consumable cost is controlled and chemicals are used safely and legally. Use it for cleaning/pest supplies. For pest licensing use the Pest Control Service Playbook.

Technician Van/Bag Stock Optimization

Optimises the parts and consumables a technician carries in their van/bag — the right first-visit-completion kit by trade, replenishment, and balancing carrying-cost vs second-visit-avoidance — so technicians complete more jobs first-visit without carrying dead stock. Use it to tune van stock. For central stock use the Spare Parts & Inventory Management tool.

Parts Theft & Shrinkage Control

Builds controls against parts theft and material shrinkage — issue-against-job discipline, return of unused/replaced parts, reconciliation of parts billed vs consumed, and technician accountability — so parts and materials do not leak away (a real margin drain in home services). Use it to plug leakage. For honesty policy use the Genuine Parts & No-Cheating Policy.

Technology & Growth

Booking App / Software Selection

Guides selecting field-service/booking software — must-have features (booking, dispatch/tracking, technician app, invoicing, CRM/AMC, feedback), build-vs-buy, and cost/adoption — so you digitise operations without overbuilding. Use it before choosing software. For automation use the Digital Operations & Automation tool.

Digital Operations & Automation

Builds a plan to digitise and automate operations — automated booking confirmations and reminders, dispatch alerts, status updates, feedback requests, AMC/service-due reminders and payment links — so the business runs smoothly with less manual effort as it scales. Use it to automate. For software use the Booking App / Software Selection tool.

Scaling & Multi-City Strategy

Builds a scaling strategy — deepening the current market vs expanding to new areas/cities, the technician-supply and quality-control challenge of scaling, franchise vs own-expansion, and unit-economics discipline — so you grow without quality and cash breaking. Use it to plan growth. For franchise use the Home Services Franchise Agreement.

Operations MIS Dashboard

Designs an operations MIS dashboard — jobs/day and per technician, first-visit completion, ratings, revenue and margin, repeat/AMC, complaints and callbacks, and CAC — so the owner sees the whole business and manages by data. Use it to build reporting. For per-technician economics use the Technician Unit Economics tool.

Growth & Diversification Strategy

Builds a growth and diversification strategy — adding service lines, B2B/society contracts, AMC/subscription depth, product sales (parts/appliances), or geographic growth — evaluated on fit, margin and capability, so you grow in the right direction leveraging your customer base and trust. Use it to plan the next move. For a specific service use the Service Line Feasibility Study.

Own Platform vs Aggregator Decision

Analyses the strategic choice between building your own brand/channel and depending on aggregators — the economics (commission vs marketing spend), customer ownership, control, and a balanced strategy — so you decide how to position for the long term. Use it for the strategic call. For aggregator tactics use the Aggregator Strategy tool.

HR & Team

HR Policy Handbook

Writes an HR policy handbook for a home-services business — attendance, pay and incentives, conduct and customer-safety, honesty/anti-cheating, safety and PPE, and exit — tailored to a field technician workforce that enters customer homes. Use it to set ground rules. For conduct in the contract use the Technician Employment / Partner Agreement.

Technician Incentive Scheme

Designs a technician incentive scheme from discrete components — jobs completed, ratings/quality, first-visit completion, upsell (ethical), and low callbacks — so technicians are motivated toward productivity AND quality/honesty, not just volume or dishonest upselling. Use it to motivate technicians. For the employment terms use the Technician Employment / Partner Agreement.

Technician Retention

Builds a technician-retention plan — diagnosing why good technicians leave (pay, respect, income stability, growth, treatment) and fixing it, because a trained, verified, trusted technician is your scarcest and most valuable asset. Use it when technician churn hurts. For incentives use the Technician Incentive Scheme.

Attendance & Payroll System

Designs an attendance and payroll system for a field workforce — attendance from job activity/app, wage and incentive computation (salary or commission), advances, statutory deductions, and payslips — so field technicians are paid accurately and disputes fall. Use it to run payroll. For statutory duties use the Labour & Statutory Compliance guide.

Safety & Ethics Culture

Builds a plan to embed a safety and ethics culture — making customer-safety conduct, honest service and technician safety the norm through leadership, training, recognition and accountability — so the values that the whole business depends on are lived, not just written. Use it to strengthen culture. For the code use the HR Policy Handbook.

Technician Performance Management

Builds a technician performance-management framework — objective metrics (ratings, first-visit, callbacks, productivity, honesty), regular review and coaching, and a fair improvement/exit process — so you develop technicians and fairly manage those who cheat or under-perform. Use it to manage performance. For incentives use the Technician Incentive Scheme.

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.