*Consult Platform Chapter for further information of the "Washing Package", "Washing Test", Expected washing behavior and History of use.

PRE USE USE **POST USE ORDER CANCELLATION & PICKUP PHASES INSTALLATION** RECURRENT USE + MONTHLY ADJUSTMENTS **REPAIRS** REFURBISHMENT **RECOVERY** 3 A\$ \bowtie ((!)) 8= **PHYSICAL** \times **EVIDENCE** Mobile and web platform Email and mobile notifications Connected washing Connected machine, Email and mobile notifications Repaired machine Mobile and web platform Payment confirmation machine and certificate user profile and use history Payment confirmation **USER** The user visits The user adjusts The user places the The user receives The user washes. User The user agrees The user The user receives The user Vonk technicians first observe and Machines with ACTIONS Bundle's order and pays. the machine, requests changes or (or not) to notifies or cancels diagnose the machine to define next several use cycles the resulting appointment for User receives a subscription and steps for refurbishment. or that can not be platform washing package personalized receives notifications adjustments and gets repair and receives and fills in the and personalizes user profile and instructions and monthly if the washing pays monthly for notification of the technician on receives pickup repaired or installation date. the set date Internal: Using the overview of the updated are sent "Washing Test" the machine. tips. package needs adjustments. service. malfunction. appointment. machine status they check component to Miele Germany state and run test program. This for part and Line of overview is also used as reference for material recovery. interaction repairs and updates. The platform The platform The platform A Vonk The Miele The machine measures and Adjustments can The platform The platform External: Check for scratches and displays the displays a displays adjusted technician monitors the use through be done monthly. displays technician visits displays stains. delivers and questionnaire suggested "Washing notifications cancellation sensors and sends the user and "Washing Package" installs the of the Package". information to the system. If adjustments of detected repairs the options and A) If everything is ok. "Washing -Set frequency washing are approved by malfunctions machine. inputs the The machine is Miele Germany Vonk Test*". -Set of programs The platform machine, gives Use information, history the user these cancellation into or receives a disassembled. 1. Covers are sent **FRONT** -Personalized receives 1. Separates thin the user and washing package are malfunction The Miele the system. It are loaded into cover. to Miele to be STAGE tips. confirmation and personalized tips displayed on the platform the machine. inquiry. technician inputs also displays a sandblasted and 2. Cleans machine Material can be **ACTIONS** The platform payment. and instructions* under user profile. the repairing pick up time recycled and and control content. powder coated to displays and tests information and notification. If they are not The platform used to 3. Machine is ready be used again. adjustment options The platform connectivity of If adjustments to the needed or displays a results into the manufacture for new cover. of washing package displays payment the machine to washing package are date for the The machine is approved, the system. new parts. and washing confirmation, user start history of required or suggested by system will only technician to transported B) If there is external damage. machine. profile and use. the system, the platform notify for monthly repair the back to Vonk Electronic delivery date, Vonk Miele Germany will notify these to the user. pay confirmation. machine. facilities. components can 1. Stainless steel 1. Separates all Line of be properly covers are sent to covers. visibility disposed. 2. Cleans machine Miele to be The platform The platform The platform Vonk prepares The platform system stores The platform The stored The Miele The system and control content. brushed to be system system inputs user system processes order.: and compares the system stores all technician receives information receives and 3. Replaces used again. adjustments to the order to Bundles. -Personalized compares the monitored use to the changes to the about history the profile of the registers the stainless steel Washing Package Bundles places machine. input of the expected washing behavior* washing package of use is used machine with the cancellation. covers test with the and washing the order of -Quality certificate. (monthly). and uses the new by the history of use. **BACK** C) If there is internal damage. -Installed database of machine (exterior machine or system to information for status and possible The system **STAGE** desired and control panel). components personalized If there are differences diagnosis of the eliminates the future monitor the Vonk Miele Germany **ACTIONS** washing These are shipped programs, control between the two or malfunction. comparisons. state of user profile. 1. Machine is sent 1. Separates all behavior*. It It then defines and to Vonk. panel. opportunities to reduce components covers. to Miele Germany stores a user then creates a impact of use or better It also stores and predict The system stores The system 2. Cleans machine if components profile: Washing Washing A Vonk technician System connects meet user needs arise, the information about malfunctions all repair prepares an and control content. need to be Package based Package, expected studies user to machine. Starts system generates a the machine use information into the overview of the 3. Miele NL replaced or on results. washing behavior profile (personalmonitoring and proposed set of changes to history and machine use machine history technician repairs updated. and history of use* ized information). product history. the washing package. status* history and status. and status. machine. Line of internal interaction

SUPPORT PROCESSES

Payment systems

and planning

components, use history desired washing behavand processes

Information and technologies.

Databases: users, washing machines and components status and and planning. use history.

Logistics,

Recycling processes facilities