



LRP CAPTIVATORS

Energy To Delight

www.lrpcaptivators.com



ABOUT US



WE ARE

LRP Captivators private limited is an organization created with vision to "Service before sett" and motto to provide best in class service experience to our customers and partners. At LRP . we live the concept of below three points".



VISION

To become the benchmark company for customer service industry by providing Quality and customized service experience to our customers & Partners through continuous improvement driven by the technology, teamwork and creativity.



MISSION

Fast speedy delivery within customer requirement tat. Always customer first , combining technology & expertise and be a trusted business partner

CORE VALUE

**INTEGRITY &
HONESTY**



**TEAM
ORIENTATION**



**OPERATIONAL
EXCELLENCE**



**CUSTOMER
COMMITMENT**



**PASSION FOR CREATION
& INNOVATION**

LEADERSHIP

LRP Management Team has vast experience in the Repair Industry have more than 25 years of experience with Global Brands



xerox™ **HCL**

NOKIA

LAVA

XOLO



Brightstar™



motorola

 **snapdeal**

spice

Lenovo

LRP CAPTIVATORS MILESTONES

Repair Factory
Refurbishment of
Mobile & PCBA
Repair backend
operation



July 2019

After Sales services
startup for Field
operation (800
Service centers
Across India)



Oct- 2019

On site Pcba
Repairing of
Mobile & STB



Jan-2020

Quality Audit of
market return TV-
LED , Mobiles ,
Accessories & FG
Goods



July -2020

Packaging of
the
accessories



Jan -2021

Manufacturing
Assembly for
mobiles
& Accessories



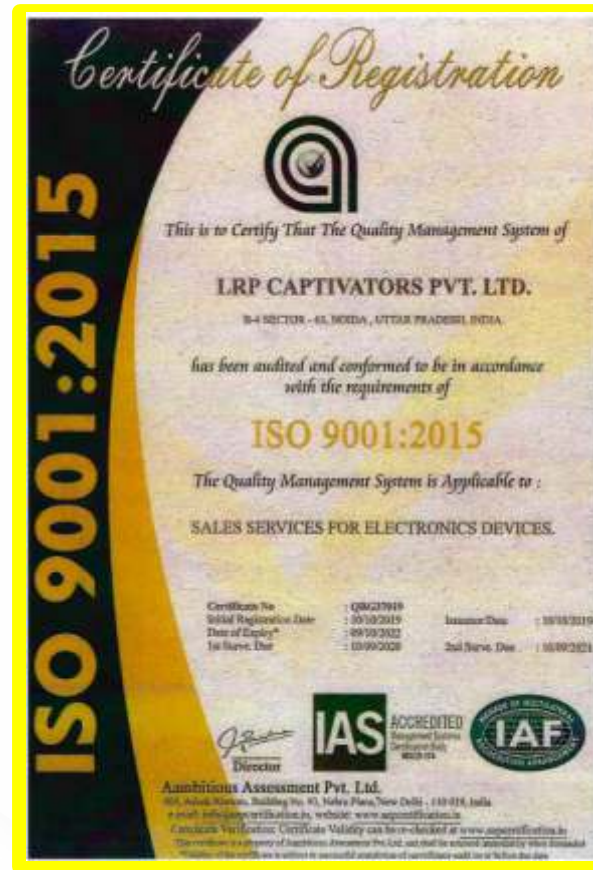
Apr -2021

Buy Back & resell
of refurbish mobile
phones



Feb -2022

ISO CERTIFICATIONS

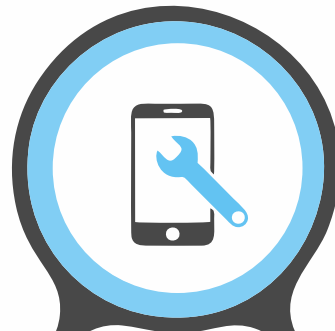


LRP OFFERED SERVICES

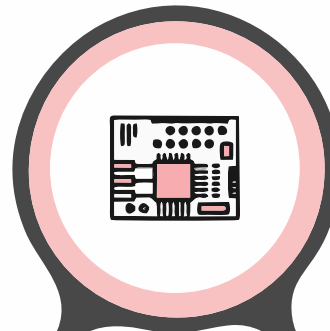
**Mobile Phones
Refurbishment
FP/SP Up to L4**



**Multiband
Smartphone
Repairing**



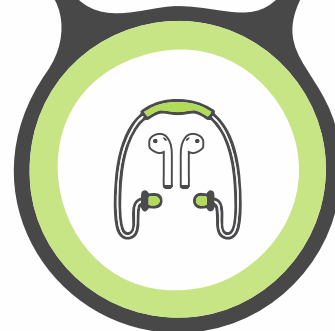
**On site PCBA
Repairing
Up to L4**



**OCA Refurbishment
of higher end
smartphones**



**Quality validation
of Accessories &
Mobiles.**



**Accessories Repair,
Refurbishment &
Packaging.**



Add Onsite support
- ASC Field Audits
- ASC Centre
- Mobile Insurance
- Mobile Extended Warranty

BUSINESS PARTNERS



Flipkart



ZO
BOX



coolpad

PADGET

KHY

Dixon[®]
The brand behind brands

Dixon Technologies (India) Limited

in one

LRP KEY STRENGTH

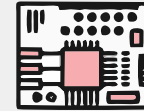


Our TAT for calls more than 95% in 24 hours



Trained & certified repair & quality engineers

Process Oriented workflow



Quality failure for phone is less than 1%

All End-to-End Tracking of device & Parts through ERP

PCBA Recovery is more than 90%

Re-balling of Chip Ic's Recovery is more 95%



SHOPFLOOR - REPAIR & REFURBISHMENT



**All Factory covered in CCTV 24 Hours | Branded ESD Equipment's Whole
Factory ESD Flooring | 15,000 Square feet world class factory**

SHOPFLOOR - MANUFACTURING ASSEMBLY

KEY HIGHLIGHTS OF ASSY LINE

We have two world class 30 meters assembly lines
We have capacity of FP Par shift 10K & Smart Phone 5K



SHOPFLOOR - MANUFACTURING ASSEMBLY

Hourly Tracking management

One shift capacity of Mobile Phone Repair is 3000 units

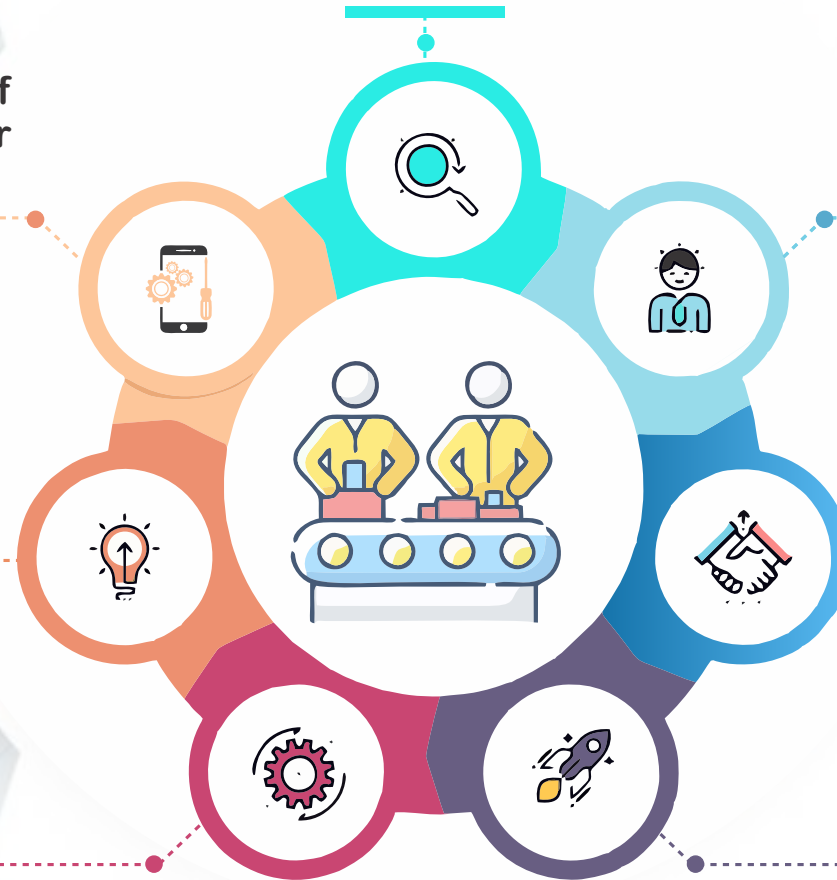
Separate Team Leaders For Repair & Quality

Separate Inbound & Outbound

15K SKU Can be managed in spare store ESD Safe

Training room capacity 45 engineers one time

Monthly capacity of Mobile phone Repair is 2.5 Lakh Units



TRAINING ROOM

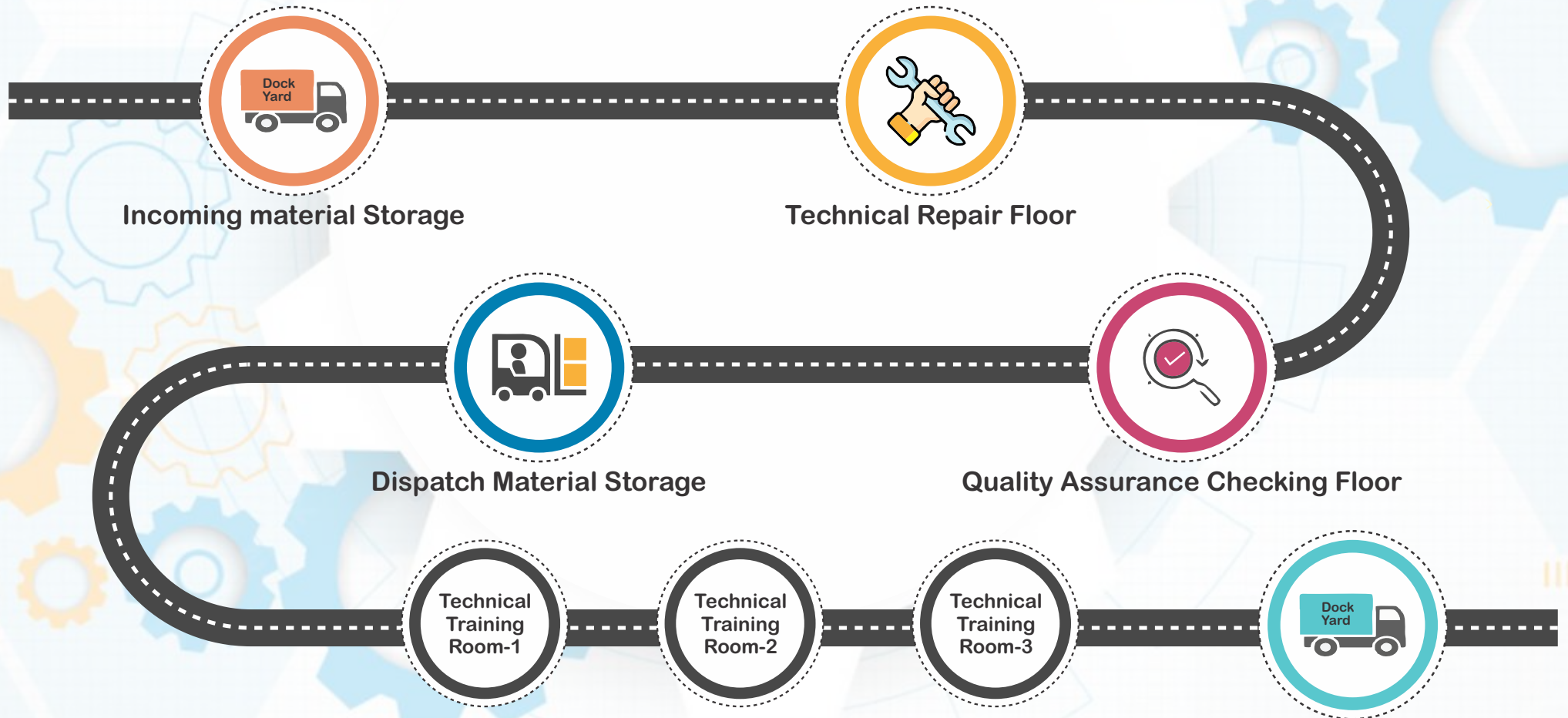
TRAINING NEED IDENTIFICATION IS BASED ON:

- Performance variance reduction amongst engineers
- We have 4 training Rooms which we can trained 50 Employees in one time
- Feedback from Quality team
- Skill Matrix for each employee ensuring up-scaling of individuals
- New projects/ products
- Training given by experienced technical officers only who are trained by RF head or trainer from brand



KEY POINTS OF MATERIAL PROCESS FLOW

- ▶ Material Flow of the handsets is in very proper manner.
- ▶ Separate area of quality assurance.
- ▶ Separate area/Process for incoming material & outgoing material.



PAN INDIA SERVICE NETWORK



MORE THAN 1000 SERVICE CENTRES AT 322 LOCATIONS COVERED

The background features a light blue grid with various gears in shades of blue and orange. Some gears are solid, while others are outlines. There are also faint technical drawings of mechanical parts scattered throughout. A large white circle is centered on the page, containing contact information.

**FOR ANY FURTHER
INFORMATION
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