

LAI-TECH ELECTRONICS BUSINESS PLAN

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DESCRIBE YOUR BUSINESS

Lai-Tech Electronics is a growing technology service business based in Malawi that provides Phone and Computer repair services. We are currently serving 75 customers, including individuals and organizations like MENTORS INTERNATIONAL, who trusted us with computer repairs, and well-known shops like SKY ELECTRONICS that refer phone jobs to us when they are unable to fix them.

If we are given the loan, we will use it to buy professional repair tools – specifically, a large microscope, flashing box, software subscriptions, spare parts, and accessories in bulk.

This will help us improve repair quality, serve more customers faster and more accurately on microchip-level repairs, and also attract new clients.

This will help Lai-Tech Electronics increase repair capacity, improve service quality, boost income, and help us become a trusted, efficient, and profitable local repair hub.

EXPLAIN THE PROBLEM.

Many people use phones and computers in school, for business work, and for communication. If the device breaks down, it needs to be repaired quickly, so they lack access to reliable repair services and spare parts. Most technicians are not well-trained or skilled in both hardware and software repairs.

At Lai-Tech Electronics, I have skills to handle both hardware and software in phones and computers, but my biggest challenge is the limited professional tools, which make me struggle to complete complex jobs efficiently. This slows down service and also limits the number of customers I can serve each week.

EXPLAIN YOUR SOLUTION.

We offer reliable, fast, affordable, and professional repair services, all in one place

BUSINESS MISSION STATEMENT:

Provide quality repair, serve more customers faster, and attract new clients. The business will grow into a professional repair center, and I'm planning to train young people in phone and computer repair skills to create employment opportunities and strengthen our community.

HOW LONG HAVE YOU BEEN IN BUSINESS?

We have been in this business for close to 2 years now.

YOUR NET INCOME

Currently, my business earns about \$600 in monthly revenue from phone and computer repair services. My monthly expenses are \$333. (including my salary)
After subtracting my expenses, my net income is about \$267 per month.

SERVICE OR PRODUCT DELIVERABLE:

Lai-Tech Electronics provides professional phone and computer repair services, covering both hardware and software solutions. Our work includes diagnosing faults, repairing damaged components, replacing parts such as screens, charging ports, and batteries, as well as solving software issues like flashing, unlocking, and virus removal.

The process begins when a customer brings in a device for assessment. We inspect and test the device using diagnostic tools and repair equipment. Once the issue is confirmed, we perform the repair with precision using tools like soldering stations, microscopes, and flashing boxes. After repairs are completed, the device is tested again to ensure full functionality before it is returned to the client

DESCRIBE YOUR BEST CUSTOMER:

Our best customers are young professionals, students, and business owners who rely heavily on their smartphones and computers for daily communication, work, and studies. Most of them are aged 18–40 years and live or work in urban and trading areas such as markets, schools, and offices.

WHY CUSTOMERS DO BUSINESS WITH YOU RATHER THAN WITH YOUR COMPETITORS:

Unlike some competitors who only focus on basic repairs, we handle both software and hardware challenges — even the complex microchip-level faults. We don't just repair devices — we restore people's connection to what matters most.

Many well-known repair shops already trust our expertise and send us devices they cannot fix, even refer clients to us, proving our reliability and advanced skills in the industry.

WHAT IS THE MOST COMMON CAUSE FOR A BUSINESS LIKE THIS TO FAIL?

Lack of modern equipment, updated technical knowledge, and skills. As technology keeps changing, a repair technician who doesn't upgrade tools or skills can quickly fall behind competitors.

HOW CAN YOU AVOID THIS PROBLEM?

Lai-Tech Electronics is committed to continuous learning and smart reinvestment. We plan to regularly attend online repair training programs, follow the latest schematics and software updates, and connect with experienced technicians and forums that share new repair methods.

LIST YOUR SERVICES OR PRODUCTS AND THEIR PRICES:

- ❖ Phone Hardware Services
 - Ic reballing = \$50
 - Diagnosis = \$10
 - Water damage repair = \$80
 - Charging flex replace = \$20
 - LCD plus replacement = \$70

- ❖ Phone Software services
 - Flashing = \$30
 - Network unlocking = \$20
 - Remove FRP =\$10
 - Software update =\$10

- ❖ Computer Hardware Services
 - Dead pc repair = \$100
 - Fault finding = \$20
 - LCD replacement (LCD not included) = \$50
 - Internal battery replacement = \$40

- ❖ Computer Software Services
 - OS installation = \$50
 - Driver update = \$30
 - Internet Settings = \$15

❖ Selling Parts and Accessories

- Phone charger = \$7
- Laptop charger = \$40
- Laptop LCD = \$150
- USB data cable = \$5
- Computer power cable \$ 10
- Headset = \$10
- Phone battery = \$45
- Laptop battery = \$150
- Phone charging base = \$5
- Screen protector = \$5
- Phone case = \$ 10

HOW DO CUSTOMERS KNOW THAT YOU EXIST?:

Customers know about Lai-Tech Electronics through word of mouth, referrals, and local advertising. We also promote our business through social media ads. Our good reputation has also grown because other repair shops often refer clients to us when they encounter difficult repairs.

WHY DID YOU CHOOSE THIS BUSINESS?

I chose the phone and computer repair business because I have always been passionate about technology and solving technical problems. From a young age, I enjoyed fixing electronic devices and helping others when their phones or computers stopped working.

Over time, I realized that many people in my community depend on these devices for business, school, and communication—but qualified and trustworthy technicians are few. I saw this as both a calling and an opportunity to use my skills to serve others while building a sustainable business.

This work gives me satisfaction because every successful repair not only restores a device but also restores someone's connection to their work, studies, and loved ones. It also provides a way for me to continue learning as technology advances.

LIST YOUR TOP WAYS TO FIND NEW CUSTOMERS:

- ★ Social media advertising
- ★ Partnerships with local shops, organizations, and schools
- ★ Customer referrals
- ★ Street and community marketing

Insert pictures of your business activities here and give a brief explanation of each:



working on microchip-level repair



setting up



working on a dead device with my small digital microscope



working at my part-time job

HOW WILL YOU USE THE MONEY? (Include pictures of the product/service (s))

Total Amount: \$900



Microscope = \$270



F64 lite flashing box = \$380



Chinese miracle2 flashing dongle = \$80



parts and accessories = \$170

Income Statement:

Month	9 Months Ago	8 Months Ago	7 Months Ago	6 Months Ago	5 Months Ago	4 Months Ago	3 Months Ago	2 Months Ago	Last Month	Month 1 Forecast	Month 2 Forecast	Month 3 Forecast	Total
Sales revenue	350	340	360	400	380	400	400	500	720	900	1,080	1,440	7,270
Total transactions or units sold	60	55	55	40	42	45	44	60	65	50	60	100	676
Revenue per transaction or unit	6	6	7	10	9	9	9	8	11	18	18	14	11
Expenses													
Self salary	40	40	40	40	40	40	40	50	50	50	50	50	530
Employee salaries	0	0	0	0	0	0	0	30	30	30	30	30	150
Raw Materials	150	150	170	150	150	140	150	150	200	200	250	205	2,065
Store Rent	30	30	30	30	30	30	30	40	40	40	40	40	410
Technology	5	5	5	5	5	5	5	10	10	10	10	10	85
Advertising	0	0	0	0	2	0	0	0	0	2	0	0	4
Transportation	5	4	0	5	0	5	2	0	5	5	0	5	36
Loan repayment	0	0	0	0	0	0	0	0	0	37.50	37.50	37.50	112.50
Taxes/Fees	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	2	0	0	0	5	0	0	0	2	1	10
Total Expenses	230	229	247	230	227	220	232	280	335	375	420	379	3,403
Expense per transaction or unit	4	4	4	6	5	5	5	5	5	7	7	4	-
Net Income to reinvest	120	111	113	170	153	180	168	220	385	526	661	1,062	3,868
Net Profit Margin	34%	33%	31%	43%	40%	45%	42%	44%	53%	58%	61%	74%	

Cash Flow Statement:

	2 months ago	last month	this month	month 1 foreca	month 2 foreca	month 3 foreca	month 4 forecast
Income	500	720	810	900	1080	1440	1950
- Fixed expenses	-130	-130	-130	-130	-130	-130	-130
- Loan payment	0	0	0	-37.5	-37.5	-37.5	-37.5
- Variable expenses	-150	-205	-207	-260	-256	-300	-350
= Profit (or loss)	220	385	473	472.5	656.5	972.5	1432.5
Starting cash	0	220	605	1078	1550.5	2207	3179.5
Available cash	220	605	1078	1550.5	2207	3179.5	4612

WHAT HAVE YOU DONE WITH THE PROFITS YOU MADE TWO MONTHS AGO AND LAST MONTH? BE VERY SPECIFIC ABOUT ITEMS PURCHASED AND THE AMOUNT SPENT.

I reinvested the profits from two months ago in buying some professional tools as follows: power supply =\$90, iboot cable =\$15, PCB holder =\$15, precision screwdriver set =\$20, which could also boost income.

What did you learn from the practice pitch you gave to your area supervisor's Rotary Club? What was the date of that practice pitch event?

- ❖ The pitch event was on Saturday, November 22, 2025, and from practice, I have learned that:
 - When presenting a business idea, it's important to be clear, confident, and focused on the problem and solution rather than too many technical details.
 - It's good to keep my pitch within time and use simple language.
 - Keeping records of my business will help me to know if I am progressing or not.

Share about your family and pictures here

I am a married man. I and my wife Esnar and I have been blessed with 2 children- Trinity is the oldest, to Chrispine. We also stay with Patricia's niece to Esnar, who is in secondary school, together we are a happy family. My family has always been a great source of motivation for me to work hard and use my skills to make a difference. They understand my vision for Lai-Tech Electronics and often support me in different ways, such as encouraging me to stay focused, helping with small tasks, and giving me advice. Their support pushes me to grow my business and create better opportunities for both my family and community.



Lyson



Esnart



Chripine and Trinity



Patricia



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