



Excellent service controlling

...relevant KPIs and instruments for a successful service controlling

The after sales service becomes more and more a strategic business area. At the same time the service business is getting more complex. A successful service management requires the right service strategies as well as key figures and tools to monitor the business. But how to develop a service strategy? What key figures and potential influence do you have for the achievement of your service goals? And how to implement a successful service controlling? These and other questions are answered in the methods training.

Contents:

- Development of a successful service vision and derivation of the service strategy
- Derivation of intermediate steps and measures to achieve the strategic goals
- Relevant service key figures for parts, field service, modernisation and customer support
- Examples and benchmarks for service key performance indicators
- Methods for the optimisation of existing key figures/ cockpits
- Tips and tricks for a successful realisation and implementation

Your benefits:

In the seminar you will learn, how to...

- develop a successful service vision and service strategy
- define the right goals and target figures for your after sales service
- successfully manage and measure service goals with relevant key figures/ controlling tools
- implement your service goals in a service cockpit

Target group:

Service managers, customer service and spare parts managers, controllers, service team and department managers

IMPULS - Learn from the pioneer and market leader in service consulting!
Benefit from our excellent service know-how and experience from over 350 successful after sales service projects and several thousand training participants.