

Case Study

Field Service - Healthcare

P R O F I L E

A leader in providing instrumentation support to the hematology and clinical chemistry fields desired a 3rd party analysis of their field service group and recommendations for improvement.

O B J E C T I V E S

- Gain an accurate understanding of the current tools and processes
- Identify opportunities to improve those processes and tools
- Perform a workload analysis to determine appropriate labor force size

A P P R O A C H

The methodology utilized included time observations, ride along with Field Service Representatives (FSR), data collection, observe current processes, gain feedback on Customer Experience, customer observations, and leverage management team for data collection and feedback.

R E S U L T S

Opportunities in the following areas were identified;

- Repeat Trips/Rework – Developed plan for 60% reduction in frequency
- Maintenance / Scheduling – Implemented a plan for a 20% reduction in labor force.
- Training – Implemented a plan for a continuous, cross-training matrix
- Best Practices– Implemented a plan to revise current obsolete system
- Inventory –Implemented a plan to reduce overstock and confirm on-hand quantity