

# Case Study

## Field Service – Labor Standards

### P R O F I L E

A large utility company desired a 3<sup>rd</sup> party analysis of their field service group and recommendations for improvement for their field service technicians and front-line managers.

### O B J E C T I V E S

- Gain an accurate understanding of the current situation
- Identify variances in work processes studied, document best practices, and identify opportunities to streamline and increase efficiency without compromising safety.

### A P P R O A C H

The methodology utilized included time and motion studies, ride along with field service technicians and managers, data collection, observe current processes, and leverage management team for data collection and feedback.

### R E S U L T S

Opportunities in the following areas were identified:

- Identified opportunities to streamline and increase efficiency without compromising safety.
  - 15% increase in efficiency for managers
  - 25% efficiency gains for field service technicians
  - Best Practices– Documented and communicated across the organization
  - Identified areas of wasted steps and extra processing for potential annual savings of \$22 million.