

## Using Employee Engagement to Improve Field Service and Reduce Costs

In less than 60 days, field service employees in a local branch jumpstarted a company-wide performance turnaround by solving a chronic customer satisfaction problem by using a highly innovative and productive team engagement method.



**SITUATION** A national home services company was hemorrhaging cash and losing customers due to too many “trips-per-repair” to fix broken appliances.

**TEAM ENGAGEMENT STRATEGY** A local team of service technicians, parts clerks, and a field service supervisor was recruited to attack the problem using **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

**RAPID ACTION PROJECT CHARTER** How can we complete home appliance service calls “right the first time” in order to reduce repeat service trips, reduce parts costs, and improve customer satisfaction while avoiding the need for additional overtime or increase in parts inventory?

- SAMPLE SOLUTIONS IMPLEMENTED**
1. Reorganized service trucks using Lean 5S methods to optimize ease-of-access and accuracy in restocking.
  2. Analyzed parts-usage trends and increased truck stock on 25 highest usage parts to reduce delays due to “parts not available” while on service calls.
  3. Instituted a more rigorous “Call First” program to reduce “owner not home” cancellations.
  4. Developed senior service technician-led mini-clinics on difficult-to-diagnose repair situations.
  5. Changed routing procedures on multiple-call repair jobs to ensure same service technician assigned.

“*Rapid Action gave us the jumpstart we needed and the confidence to deploy similar teams across the country and implement improvements in stocking our service trucks, routing our technicians, and improving service call productivity.*” – FIELD SERVICES DIVISION MANAGER

### RAPID ACTION TEAM RESULTS

**22%**  
reduction in special ordered parts due to “not available” on truck

**26%**  
reduction in repeat service calls (more than 50 less calls per month)

**\$120,000**  
projected annualized parts and service call savings

**58 days**  
cycle time from team launch to wrap-up

RAPID ACTION FOR STRATEGY EXECUTION  
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## The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



## LEARN MORE ABOUT RAPID ACTION FOR STRATEGY EXECUTION

*Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.*



Call 800.254.6805 or email to [request@improvefaster.com](mailto:request@improvefaster.com) to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit [www.improvefaster.com](http://www.improvefaster.com).

## Leap Technologies

*Improve faster through better team engagement!*

*Since 1993, Leap Technologies has helped organizations get on the path to faster, more effective strategy execution through better team engagement.*

*For more than two decades, organizations such as CBRE, Pfizer, Spirit Airlines, the Small Business Administration, Veolia Environmental Services, and U.S. Department of Defense among others have deployed Leap Team Engagement Toolkits to support the toughest strategy execution challenges.*

*For organizations looking for to execute strategy faster and better, Leap Technologies is the resource of choice.*