

The Keys to Profitable Field Service and Customer Loyalty



With few exceptions, the service business is viewed as a “necessary evil”. Servicing products, after they are sold and in customers’ hands, is frequently overlooked and can be a source of customer dissatisfaction and profit loss. This thinking results in missed opportunities to convert customers into advocates and to generate significant business revenue.



Rosemary Coates

Complicating field service operations is the global nature of business – where your customers are, where your products are manufactured. Sourcing global parts, managing the parts supply chain and the investment required are the things that keep managers up at night.



Jim Reily

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This book provides 42 essential rules to benchmark and develop a global service business. You will learn:

- How to develop a profitable field service strategy and organization
- How to survey customers and drive improvement in field service operations
- The impact of poor field service on the bottom line
- What to do in an emergency
- What to consider when developing field repair inventories
- What systems and tools to consider
- ...and much more

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