



Service Benchmarking

Benchmarking for Service Excellence

There's a lot of information available on what is happening in your organization. But which performance-indicators show you what's really going on? How to compare your organization with others? What is the Euro value of the improvement potential?

Noventum has developed a service benchmark method that measures your service performance activities thoroughly. The performance of your organisation will be compared with a peer group of similar service-organizations. We provide a unique benchmark service that will give you essential new insight into the financial and strategic value of operational improvement opportunities.

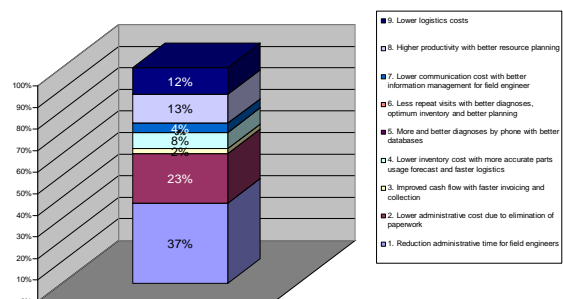
Every year many service-organizations participate in the Service Benchmark. They are active in various industries and differ in size, maturity level, knowledge intensity and customer-density:

- ✓ Utilities
- ✓ HVAC
- ✓ Copiers & document management
- ✓ Computer Software & Hardware
- ✓ Medical Equipment
- ✓ Security equipment
- ✓ Process industry equipment
- ✓ Coffee operating companies
- ✓ Earth moving & heavy duty equipment
- ✓ And many more...

Why Service Benchmarking?

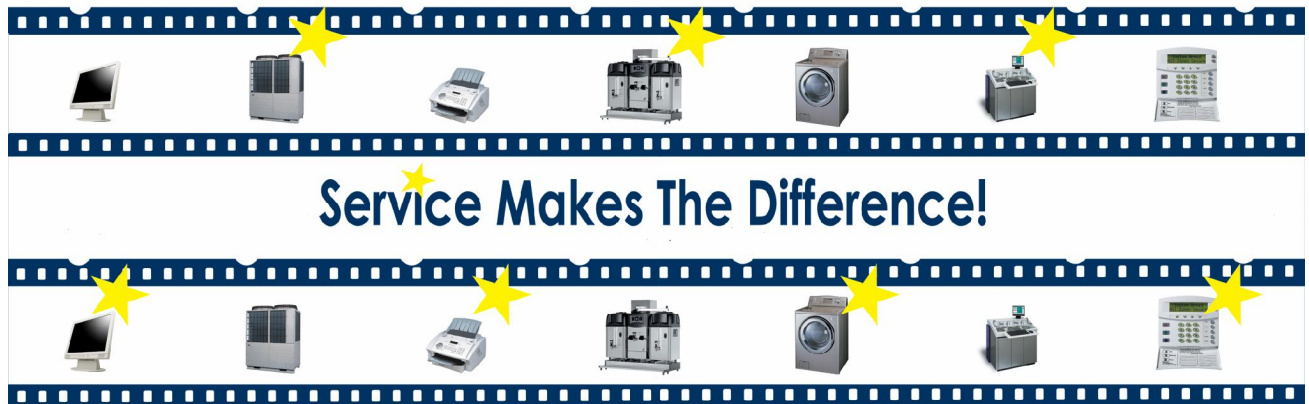
The Service Benchmark is a unique opportunity for service-organizations wanting to develop and improve continuously. It exposes the strengths and weaknesses of your service-organization. The Service Benchmark will tell you:

- How productivity can be improved;
- The potential return on investment for future investments in new (mobile) service management applications;
- Your actual performance in servicing your customers compared with others;
- Whether past investments and improvement-initiatives have delivered the expected results.



- Example of a report-

- Our consultants constantly discover new Best Practices and provide their research conclusions back to the community of Service Benchmark participants. Regular events provide a platform for knowledge exchange and networking opportunities with other participants.



Service Makes The Difference!

Method

The Service Benchmark consists of three elements:

	1 Activity Analysis	2 KPI Benchmarking	3 Discussion of strategic priorities
Who	Service frontline and back-office employees	Service manager, business analyst or/and controller	Management and/or directors
Time	+/- 10 to 15 minutes per person	+/- 2 a 3 hours per person	+/- 2 hours interviews and a 3 hour workshop
How	Collect daily time/activities with consultant	Collecting KPI data	Interviews and a workshop on strategic priorities and results

- Schematic view of the Benchmark method-

1. An analysis of the activities of both field engineers and support centre staff, to determine how time is spent on activities of low and high value. After the first time training a quarterly 15 minute electronic survey will be used to survey a representative sample of your employees.
2. A comparison of operational and financial performance indicators with a reference group of service-organizations. Data is enter on the web and is validated against the benchmarking methodology and standards.
3. An experienced consultant will assist with an analysis of strategic objectives and realized results. Improvement opportunities will be evaluated with the (executive) management.

The effort involved with data gathering is limited to a one day training during which the first time data collection is completed. On-going data collection is done via the web. The first benchmark results will be reviewed during a three hour management workshop. Management will benefit from the new insights and will be given a brief training in the use of the methodology.

Results for Service Benchmark Participants

- A service management performance dashboard that provides an individual Quarterly Benchmark report with clearly explained improvement opportunities.
- The annual optimization strategy workshop with an experienced Noventum consultant. The workshop will be based on the results and conclusions of the Service Benchmark reports;
- Use of the secure web-based Service Benchmark tool that will enable easy quarterly data gathering and will guarantee speed, accuracy and elimination of time-, border-, and people-availability limitations.
- Access to research and articles on our dedicated web knowledge repository;
- You will obtain membership of the Service Leadership Roundtable. These events are an opportunity to learn about Best Practices, network with peers in your industry and to exchange knowledge and experience.

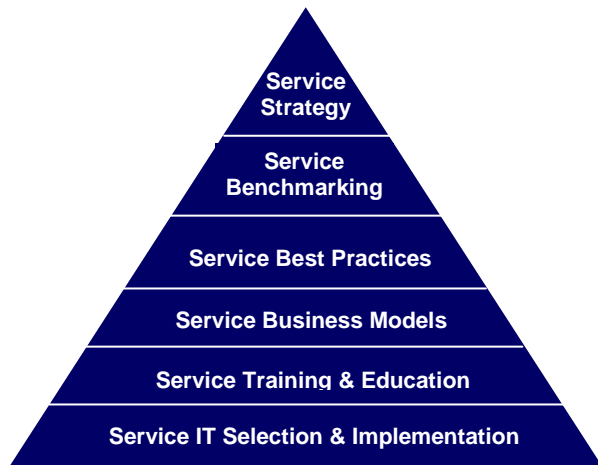


Service Makes The Difference!

About Noventum Service Management Consultants

Noventum Service Management Consultants is 100% specialized in Strategic Service Management. Service has a strategic impact if it gives your company a competitive advantage and offers added value to customers.

We always stay focused on the strategic value of service management, helping organizations to develop the right service-strategy. We assist our clients from strategy to implementation.



The above pyramid provides an overview of our specializations. Our services include consulting activities as well as different knowledge-products for service-organizations who want to be among the best.

Reactions of Service Benchmark Participants



'Noventum managed to pinpoint the improvement opportunities very quickly. This is what we needed to jump-start our improvement project and steer it in the right direction.'



Kuijpers

'The professional approach of the Service Benchmark is a valuable exercise for any service- organization. The financial impact of every improvement opportunity is calculated. The results of the benchmark help guide our improvement efforts.'



'This smart method provides a comprehensive assessment of the organization with limited effort. The benchmark clearly reveals the strengths and weaknesses. Hence, the result represents very good value for money.'