

# Leading Service Businesses to Excellence: Driving Operational Excellence

## What is Operational Excellence?

Operational Excellence is a ClickSoftware University course, part of a track called Leading Service Businesses to Excellence, designed to help service managers most effectively run daily operations. There is a lot that goes into figuring out who (which engineer) will do what job for whom (which customer), with what (tools and parts), when and where. And at the end of the day, many service organizations still do not know whether or not the schedules they have built are any "good."

This course focuses largely on fine-tuning the scheduling aspects of service delivery. Participants are challenged to think about the decisions their staffs make when building a schedule. For example, do the dispatchers send the closest engineer or the one

who has the best skill mix for the job? ClickSoftware experts help participants understand how best to evaluate the quality of a schedule, and they provide tools for analyzing a schedule's alignment with a company's high-level objectives.

Complementary to scheduling capabilities, mobile communications and location-based services also play a part in operational excellence. Thus, the course dives into discussions of why these technologies are necessary and how service managers can use them for higher efficiencies and better schedule quality. Discussions focus on techniques and industry best practices for integrating mobile and location-based services in a service organization.



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Finally, since operational excellence can only be gauged through appropriate measurement, the course will touch on metrics used for assessing performance, both in scheduling and other aspects of service operations. Discussions will focus on how higher level managers can design metrics in such a way that they will be actionable by those in various levels of the organization.

## What Is ClickSoftware University?

ClickSoftware University is a ClickSoftware service consisting of a series of management courses that convey proven methods and principles for improving the efficiency and effectiveness of the field service operation. Attendees of these courses learn how to

**Analyze** their companies' service operations

**Identify** areas for improvement in service planning and execution

**Apply** practical solutions for eliminating inefficiencies

**Measure** solution impact using quantitative performance metrics

All courses mix interactive lectures with case studies and exercises, creating an enjoyable and high-value learning experience.

## Benefits of the Operational Excellence Course

Managers participating in this ClickSoftware University training session will learn

How **effective** scheduling decisions should be made

Ways to **evaluate** schedule quality and fit with company objectives

Ways of **integrating** mobility and location-based services for effective operations in the call center and in the field

How to **define** actionable metrics for lower-level staff

## ClickSoftware's Consulting Services



ClickSoftware University is a part of ClickSoftware's Consulting Services. The Consulting Services are designed to help companies successfully and profitably service more customers per day, increasing effectiveness and efficiency through both technology and improved processes. Other Consulting Services include:

- Service Performance Benchmark
- Schedule Optimization Tuning
- System Health Check
- Geographical Coverage Analysis
- Service Operation Review

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