

INDUSTRY

# Field Services

Boost Efficiency & Exceed Customer Expectations in the Field

## Does your organization struggle with:

- Service technician productivity
- Skill set variation across service technicians
- Speed of work order completion
- Quality of technician work
- Standardized process for problem identification
- Framework and structure for long term sustainment of gains

## Leverage TBM's deep expertise in Field Services to:

- Optimize technician deployment planning and routing
- Free-up warehouse space and resources to support expected growth
- Establish job planning and scheduling processes
- Develop standard work processes, checklists, and daily tasks
- Reduce non-value-added time from yard to job site
- Improve service schedule attainment

## Optimize Every Aspect of Your Field Service Operations

We transform your operations into a model of efficiency and customer satisfaction by optimizing every aspect—from dynamic scheduling to proactive customer communication. By eliminating inefficiencies, we help you reduce costs, enhance team performance, and exceed service expectations. With TBM, you're not just solving today's challenges; you're building a field service operation that's agile, responsive, and primed for growth.

## Our main field services industry focus areas:

**Field Service Management:** We provide tailored solutions to streamline crew dispatch, enhance job and order processing, and set up pre-job planning to make sure your team has everything they need—tools and materials—when and where they need it. Eliminating inefficiencies and reducing setup time ensures teams are prepared before reaching the job site.

**Jobsite Optimization:** We help you optimize jobsite layouts, maximize equipment usage and ensure high jobsite safety standards are met and maintained. These improvements minimize disruptions, allowing projects to move faster and finish with fewer delays.

**Management System:** We deliver real-time operations control with the TBM daily management system. Our approach will create a cultural discipline of tracking performance on a daily, weekly, and monthly basis. We commit to staying within project budgets and timelines, which reduces risk and ensures consistent, reliable results.

**Purchasing:** We streamline purchasing and procurement processes, strengthen supplier relationships, and refine the sourcing process so that you get what you need when you need it at the right price. By incorporating performance metrics we help you save costs while improving delivery efficiency, reducing unnecessary delays, and ensuring seamless service operations.

**Customer Service / Satisfaction:** We will work with you to improve warranty services and enhance overall service delivery so your teams will deliver on-time and complete service. By increasing your customers' satisfaction and long-term loyalty, you will build stronger relationships with clients.

## About TBM Consulting Group

TBM is a global operations and supply chain consultancy with deep roots in operational improvement and lean manufacturing. Many of our consultants have worked in or with field devices companies during the course of their careers. Our senior management consultants have 25+ years of hands on experience in C-suite, operational leadership or continuous improvement roles.

### Field Services Results

#### ENERGY INFRASTRUCTURE SOLUTIONS PROVIDER

**Improved Job Lead-Time. Nearly \$2 Million in Projected Cost Savings.**

- Optimize crew departure process, and maximize construction crew performance
- Defined standard times for all planned downtime events and developed standard work by job type
- Overtime reduced by 26%
- Eliminated overcharges with accurate timesheets by 100%
- Lost time/day reduction by 75%

#### HEAVY EQUIPMENT, POWER SYSTEMS AND TRUCK SERVICE COMPANY

**Lean Principles Helped Liberate Resources to Support Growth.**

- Trailing 12-month profit before tax percentage improved from negative double-digit performance to +8.2% in just seven months
- Define the organizational structure – roles, responsibilities, and metrics
- Rework fell from 51% to 1.2% of sales in the component rebuild center
- Profit jumped \$24K per employee in one year

#### LEADING MATERIAL HANDLING AND WAREHOUSE SOLUTIONS SUPPLIER

**Decreased Lead Time and Increased Customer Service Level**

- Optimize FPM Process to reduce total lead time from customer request to first-time labor to invoice
- Increase speed of work order completion
- Improve vehicle recovery and reduce customer downtime (parts/first-time fix)
- Enhance technician feedback/effectiveness
- Boost dispatch efficiencies

Our Extensive List of Field Service Clients Includes:



HALLIBURTON



Carolina CAT



## Speed wins every time.

TBM specializes in operations and supply chain consulting for manufacturers and distributors. We accelerate operational performance to make you more agile and help you accelerate business performance 3–5x faster than your peers.



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