



Field Service Management



Engineering Productivity Solution

- Improve Field Service Response Time
- Identify Common Service Problems
- Reduce Paperwork and Filing

Problem Description

A mid-sized manufacturing firm had no method of tracking service information for a large installed base of mechanical products. Field service reps would submit written reports on each service problem encountered that were transcribed by clerical staff and sent out to managers. However, the reports were so voluminous and error-filled that they were largely ignored by management and engineering.

AIM Solution

Rather than enter the service reports into a word processing program, a system was developed that allowed the clerical staff to enter report data into a database. Automated data entry and data cleansing routines sharply reduced errors and data entry time. Paper reports were eliminated and replaced with an on-line, user-friendly service data query tool that allowed engineers and managers to easily create custom reports on an as needed basis. All existing data was converted and downloaded to the system for retrieval.

Benefits

Common engineering problems could be quickly identified and tracked by equipment type and application leading to improve field service problem resolution. Over 1000 pages of monthly reports were eliminated. Service histories for every piece of installed equipment could be easily tracked to pinpoint recurring problems.

Why choose AIM?

Choose AIM to guarantee a quality project managed by a hands-on project manager, engineer, MBA, with Six Sigma quality credentials and decades of experience not only designing and implementing productivity and management solutions, but using them as a “real-world” professional manager.

Choose AIM to ensure your project does not go over budget. AIM can offer fixed or ROI-based pricing. Over many years and dozens of projects, AIM has never exceeded a fixed priced budget – and never will.

Choose AIM to reduce delays and missed deadlines. AIM eliminates needless layers of management and communication obstacles inherent to traditional project teams.

Choose AIM because you want a partner with both a winning attitude and record that brings a competitive advantage to your team.

How can I learn more?

Contact Chris Kliesmet at **ADVANCED INTEGRATED METHODS**
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