



We Help Services Organizations  
Get Better At What They Do

### **The Challenge**

Not only are field services executives challenged with reducing costs while maintaining services levels, they are also tasked with ongoing process improvement initiatives such as better parts management, first call resolution, and vehicle fleet management. Getting to tactical results remains a priority while identifying strategic changes needed to be competitive long term is often a difficult balancing act for field services teams.

### **The Solution**

Variability reduction processes are a proven method for improving field service performance tactically while also supporting a systematic approach to continuous improvement. RTMC's 'Performance Improvements Through Variability Reduction' exposes field services personnel to variability reduction processes which can be applied to virtually any field services performance metric. Using Lean Six Sigma techniques, this course will help jumpstart your process improvement initiatives.

Contact Us:

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## Performance Improvements Through Variability Reduction

**Our mission is to help consulting, professional and support services organizations get better at what they do.**

### **Who We Are**

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional and support services more effectively.

### **The RTM Consulting Training Difference**

Decades of experience in the services industry has helped RTM Consulting formulate curriculums, processes and approaches to address the skills development needs of services operators where we have observed other offerings have fallen short. In a nutshell, RTMC offers practical training that your field services personnel can put into practice fast! With over 100 years of strategy and operational leadership experience for clients worldwide, RTMC delivers full life-cycle training to maximize your ROI.

### **Course Learning Objectives**

- Understand why you should be thinking about variability analyses as part of your ongoing process improvement initiatives
- Learn how Lean Six Sigma principles can support performance improvement in Field Services results including first visit resolution, parts management, vehicle fleet management and more
- Understand how a focus on variability can lead to greater customer satisfaction and retention, lower costs and overall better field service results
- Gain exposure to the variability reduction process
- Learn to identify potential opportunities in your firm

### **Logistics**

The course is 4 hours, led by an experienced field services instructor. Training can be delivered in class or virtually. The cost of the course is \$499 per person. Volume discounts are available, contact [info@rtmconsulting.net](mailto:info@rtmconsulting.net) for more information.

*"Using variability analyses is a highly effective approach to systematic process improvement leading to lower costs and a better customer experience. RTM Consulting has deep expertise in field and support services and the application of variability to the most challenging problems in your service operations."*

--Bill Steenburgh, SVP Global Services, Pitney Bowes