

Module · Field service & dispatching

More jobs, less travel time, more fixed the first time: dispatching, utilisation, first-time-fix rate and remote before on site.



DURATION

4-8 weeks · 4 consulting days



LOCATION

At the customer · kick-off also online



PRICE

CHF 5'900.- flat rate



BILLING

CHF 900.- deposit on booking

What it's about

Service engineers drive to the same customer three times because a part or information was missing; planning happens in a dispatcher's head. That costs margin and nerves – on both sides.

Who it's for

Heads of service and dispatchers with their own field service engineer team.

Your benefit

- Higher first-time-fix rate
- Less travel and waiting time
- Transparent utilisation and planning
- Remote first, wherever possible

Prerequisites

- Decision-maker present at kick-off and handover
- Head of service, dispatching, service engineer representatives for the two workshops
- Documents and KPIs, where available

How it works

- 1 Kick-off 2 h (bookable directly): goals, scope, participants, dates
- 2 On-site analysis (½–1 day): documents, KPIs, conversations
- 3 Workshop 1: develop the concept with your team
- 4 Workshop 2: elaborate, validate, decide
- 5 Handover 2 h: results, implementation plan, next steps

Included

- Kick-off 2 h, on-site analysis, two workshops, handover 2 h
- Job process from request to report
- Dispatching, route planning, utilisation
- Preparation: parts, tools, information; remote support

Deliverables

- Target job process
- Planning and dispatching rules
- Field service KPI set
- Action plan

Not included and options

MC-BER-111	Module kick-off: deposit on booking, credited	CHF 900.-
MC-BER-020	After a Deep Dive the kick-off is not needed	-
MC-BER-030	Additional consulting day	CHF 2'200.-
MC-ZUS-010	Travel outside the region	at cost

Book the module kick-off directly

Choose a date for the 2-hour kick-off and pay the deposit. Workshops and handover we plan together.

www.maroisproject.com/en/appointment/modul-kickoff-2-h-3

