



The Client:

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments.

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Global repair vendor rationalisation and KPI development

The Problem:

Our brief was to provide Subject matter Expertise in the Repair Centre Network and performance element of the Discovery phase of a "Big 4" consultancy project with a major Medical systems manufacturer and services provider.

The objective was to support the repair vendor network optimisation and KPI formulation and definition for their global repair vendor management control tower.

Our approach:

The Client was becoming disillusioned with the level of expertise currently offered and so we were engaged to quickly establish a level of credibility in this area.

Analysis identified the major repair vendors, and locations, and we specified the brief for a network analysis project to cost optimise the network design, including logistics costs, repair costs and inventory costs.

We managed workshops to restructure and define the appropriate KPI's for the repair management team and associated processes

The results:

As the nature of the project was to quickly re-establish the end Clients confidence in our Client, we achieved this very quickly.

The KPI recommendations made were accepted and implemented.



For more information, please contact us.
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