

## FIELD SERVICE BENCHMARK SURVEY

### *Field Service Operations Module*

#### Field Service Operations (36 questions)

- “Call back/repeat call” interval
- Cross-training practices and results
- Dispatch methodology and technology
- Dispatch avoidance practices
- Field service force size, geo-positioning, and span of control
- Field technician labor and utilization rates
- Multi-vendor service
- Remote diagnostics
- Repair metrics (response, travel, repair, 1<sup>st</sup> visit fix rate)
- SLA compliance
- Training time
- . . . And more

#### Sample questions:

**First Visit Fix Rate:** What is the percent of on-site service incidents that are successfully completed during the first on-site visit without requiring a follow-up visit?

**Multi-Vendor Service:** What percent of field service incidents require expertise and/or training on other vendors' products?

**Utilization Rate:** What is your field service technician utilization rate? That is, what % of your field service technicians' work time is directly involved in maintaining or servicing customer equipment or products?

**Additional Technical Support:** What percent of the time do your field service technicians need to obtain additional technical support from other technical staff when they are working on a problem at a customer site?

## FIELD SERVICE BENCHMARK SURVEY

### *Service Spare Parts Module*

#### Service Spare Parts (32 questions)

- Back-orders
- Defective/obsolete parts processing
- DOA and NTF rates
- First pass fill rates (from technician stock and stocking locations)
- Inventory practices
- Inventory value (3 metrics)
- Outsourcing
- Parts-necessitated 2<sup>nd</sup> visits
- Planning and forecasting SW
- Product EOL spare parts support practices
- Service parts usage (3 metrics)
- Same/next day delivery requirements
- Stocking practices
- . . . And more

#### Sample questions:

**First Pass Fill Rate:** What are your average service parts order First Pass Fill Rates (FPFR) from both technicians' personal parts stock, and from parts stocking locations?

**Spare Parts Value:** What is the average spares inventory value (in US \$) as a percent of service revenue?

**Back-Orders:** When parts are back-ordered for service calls, what is the average number of back-order days for all part back-orders needed for those service calls?

**No Trouble Found:** What % of parts, which have been returned from the field or from a customer because they were believed to be defective, actually have No Trouble Found ("NTF") when tested after receipt?



## FIELD SERVICE BENCHMARK SURVEY

### *Depot Repair Operations*

#### Depot Repair Operations (32 questions)

- “Advance exchange” repair services practices
  - For customers
  - For FS technicians
- Engineering/safety updates practices
- Exchange ratios (new vs. equivalent-to-new)
- “Not Economical to Repair” thresholds
- Outsourcing practices
- Repair turnaround time
  - Repair staff
  - 3rd party providers
- Repair technician labor rates
- RMA practices and results
- “Walk-up” repair services practices and results
- . . . And more

#### Sample questions:

**Customer Repairs:** What percent of all depot repair work is done on items sent in or brought in by customers, vs. on items sent in or brought by field service technicians?

**Advance Exchanges:** Within what time period do you expect both customers and field service technicians to return defective items covered under "advance exchange" replacement shipments?

**Not Economical to Repair:** At approximately what % of the value of the item being repaired is the "Not Economical to Repair" limit or threshold reached, and repair efforts are stopped?

**Exchange Ratios:** Considering all repair orders where the repair is made only by exchanging the defective item for a good item, what percent of the exchanges are made using new items vs. equivalent-to-new items?