

## FIELD SERVICE MANAGEMENT

Evolution of field support services, structure of field services – field performances – strategic res planning - scheduling & routing, right technician selection, field service support life cycle.

Workforce management – Man power assessment - Hiring – Training – Compensation – Engage field technicians, vacation optimization

Skills management – Cross training, Training optimization

Key areas of optimization for field services

Robust communication plan, EHS culture and operational rigor, Mitigation process, Quality standa mobilization excellence, Spend analysis, Readiness to serve

### References:

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3. *Human Resource Management: Functions, Applications, Skill Development* by Robert Lussier and John R. Hendon (Feb 15, 2012)
4. *Strategic Workforce Planning: Guidance & Back-Up Plans* by Tracey Smith (Oct 10, 2012)
5. *The Workforce Engagement Equation: A Practitioner's Guide to Creating and Sustaining High Performance* by Jamison J. Manion (Jul 20, 2012)
6. *How to Use Time and Labor Management Technology to Win the Race for Profits and Productivity* (by Lisa Disselkamp (Jun 22, 2009)
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