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Mobile workforce optimisation
Driving workforces further

Does this sound familiar?

- Everyone seems to do things differently
- We have demand blind spots
- Travel takes up more than 20% of my team's time
- Schedulers manually allocate and are not Jeopardy managing
- Utilisation fluctuates over the year
- We miss customer and internal SLAs and KPIs
- Our incentive programme drives the wrong behaviours
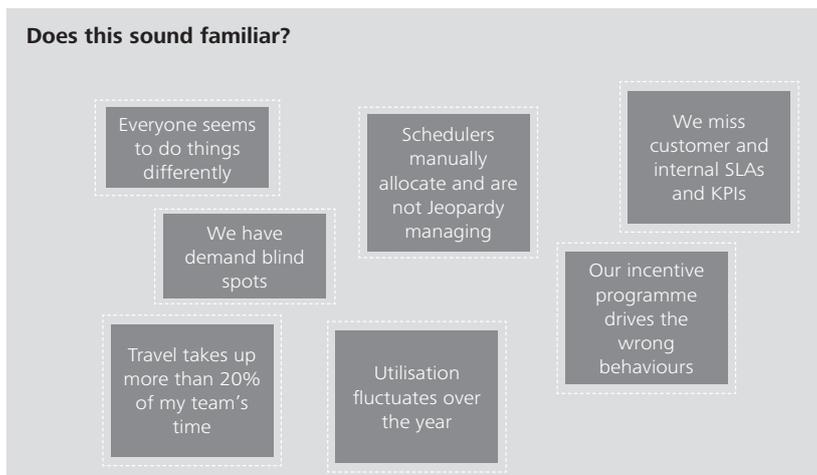
> Our Mobile Workforce Maturity Model allows us to find and prioritise opportunities within a week

Clients are always asking us "what can we do better?" and "what are industry leaders doing that we're not?" We wanted to be able to answer those questions quickly but most importantly we wanted to be able to draw on our experience in Mobile Workforce Optimisation from across the globe to answer these questions knowledgeably.

We have developed a Mobile Workforce Maturity Model that draws on the experience of our practitioners, insights from our clients and the expertise of our implementation partners.

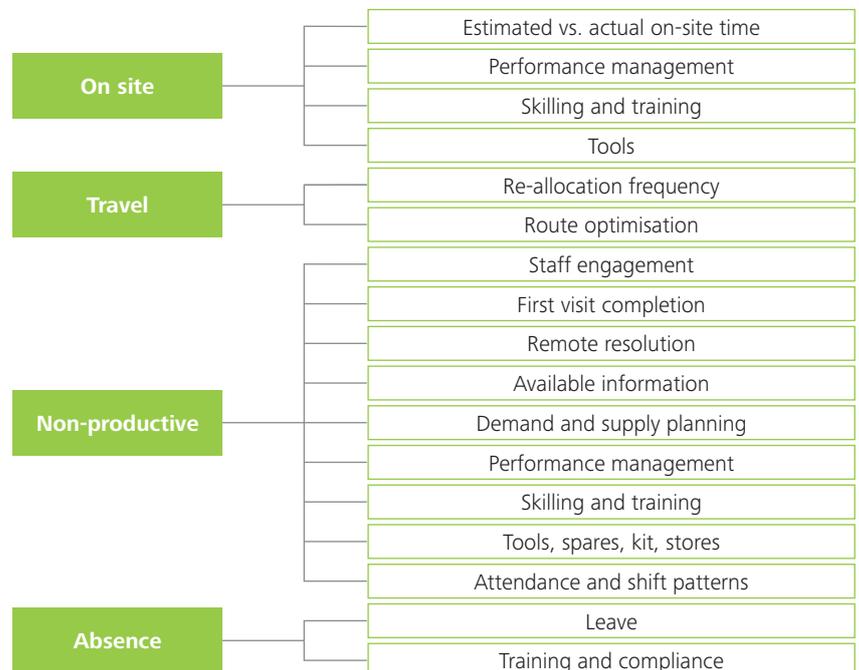Within a 5 day timeframe, this Maturity Model allows us to:
- Conduct an independent assessment
- Evaluate current levels of maturity
- Identify opportunities
- Establish focus areas for prioritization, and
- Set goals for maturity

To understand the impact each element of our Mobile Workforce Maturity Model has on shareholder value we classify each component specific to the individual client. We then combine this classification with our maturity assessment to provide an effective 'snapshot' of business health and opportunity areas.

When time is lost, it's gone and cannot be recovered. We understand what drives the efficient use of time and how to extract the most value out of a workforce.

When working with senior clients, in the field with mobile workers or as customers we hear about and see many different issues, symptoms and ultimately inefficiencies in mobile workforce businesses.

Generally these inefficiencies contribute to loss of time in four areas; on site, travel, non-productive or absence time. Each of these are impacted by multiple factors, most of which are controllable and addressable.

On site
- Estimated vs. actual on-site time
- Performance management
- Skilling and training
- Tools

Travel
- Re-allocation frequency
- Route optimisation

Non-productive
- Staff engagement
- First visit completion
- Remote resolution
- Available information
- Demand and supply planning
- Performance management
- Skilling and training
- Tools, spares, kit, stores
- Attendance and shift patterns

Absence
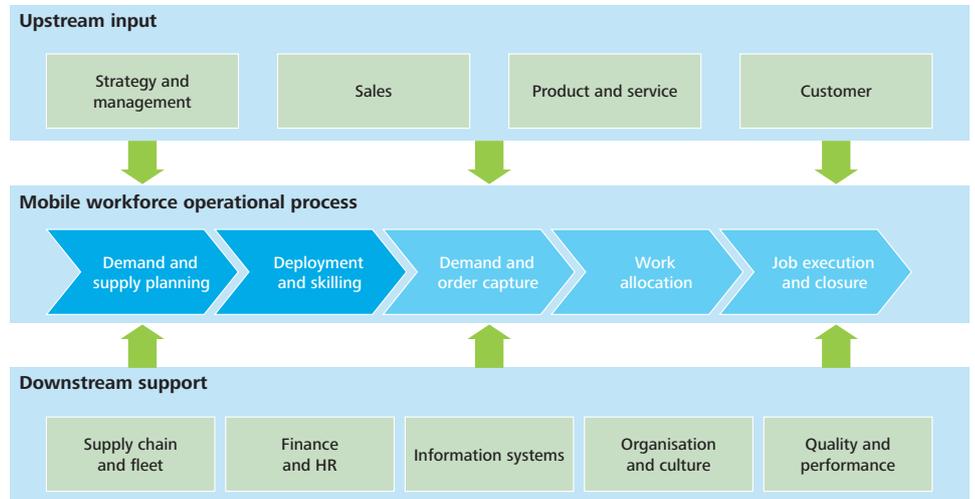- Leave
- Training and compliance
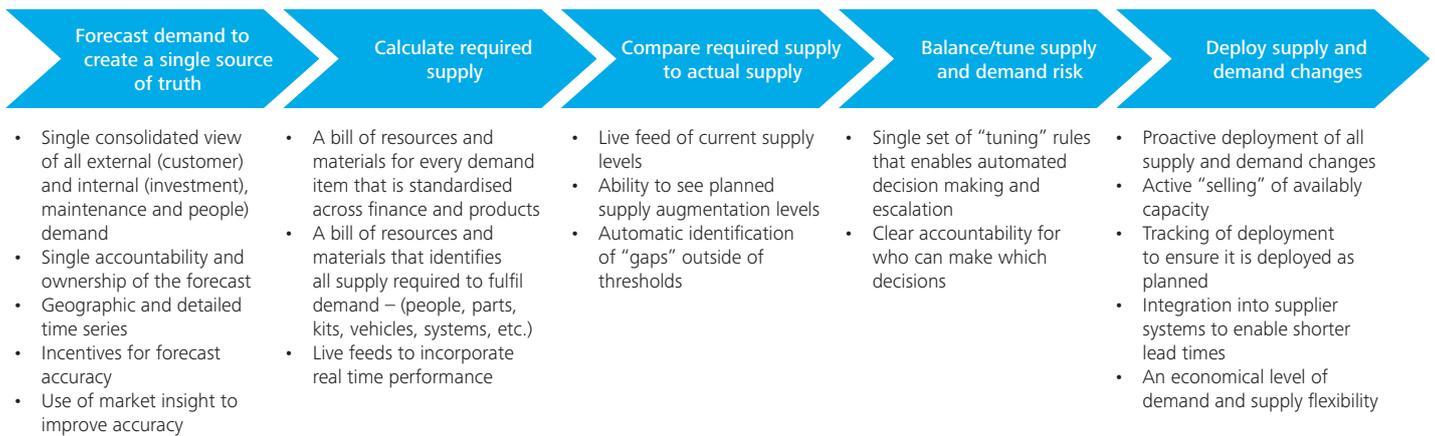
Deloitte Mobile Workforce Maturity Model

Our Mobile Workforce Maturity Model looks at how a number of key areas can be addressed to tackle the challenge head on.

Managing Production in the future field engineering business focuses upon Demand and Supply Planning, and Deployment and Skilling.

The ability of organisations to demand and supply plan appropriately can have positive or negative consequences downstream. Should this impact be damaging, it can be felt within companies not only for days but decades.

Upstream input

| Strategy and management | Sales | Product and service | Customer |

Mobile workforce operational process

Demand and supply planning → Deployment and skilling → Demand and order capture → Work allocation → Job execution and closure

Downstream support

| Supply chain and fleet | Finance and HR | Information systems | Organisation and culture | Quality and performance |

We see 5 key high level steps within the Production Management process, with each step having critical enablers linked to it:

Forecast demand to create a single source of truth	Calculate required supply	Compare required supply to actual supply	Balance/tune supply and demand risk	Deploy supply and demand changes
• Single consolidated view of all external (customer) and internal (investment), maintenance and people) demand • Single accountability and ownership of the forecast • Geographic and detailed time series • Incentives for forecast accuracy • Use of market insight to improve accuracy	• A bill of resources and materials for every demand item that is standardised across finance and products • A bill of resources and materials that identifies all supply required to fulfil demand – (people, parts, kits, vehicles, systems, etc.) • Live feeds to incorporate real time performance	• Live feed of current supply levels • Ability to see planned supply augmentation levels • Automatic identification of "gaps" outside of thresholds	• Single set of "tuning" rules that enables automated decision making and escalation • Clear accountability for who can make which decisions	• Proactive deployment of all supply and demand changes • Active "selling" of availably capacity • Tracking of deployment to ensure it is deployed as planned • Integration into supplier systems to enable shorter lead times • An economical level of demand and supply flexibility

Contacts

For more information, please contact:

Theo Slaats
Partner
+31 (0)88 288 72 24
tslaats@deloitte.nl

Wiechert Stevens
Senior Manager
+ 31 (0)88 288 48 56
wstevens@deloitte.nl

Jeroen Panken
Senior Manager
+ 31 (0)88 288 40 79
jpanken@deloitte.nl