

# Service Audit and Company Service Program



Service plays a key role in today's business environment. Service may not only contribute to the profit and loss position of a company but also may significantly impact the company's relationship with his customer.

GenevaServicesGroup (GSG) offers both a Service Audit which measures the effectiveness of the internal service function and the development of a service program to be implemented by companies:

**Checklist Results**

Item	Requirement Areas				LEVEL 1				LEVEL 2				LEVEL 3	Enter Y/N %/NR	Enter Level Achieved
	Outsourced				Maint	Inst	Both	None	Maint	Inst	Both	None			
	Front Line Customer Service														
1	Manual Call Receipt System	R	R	R	R	R	R	R	R	NA	NA				
2	Automated Call Receipt System	NR	NR	NR	NR	NR	NR	NR	NR	R	R				
3	Out of Hours Message Leaving Capability	R	R	R	R	R	R	R	R	R	R				
4	Extended hours of operation (on request)	NR	NR	NR	NR	R	R	NR	R	R					
5	Engineer Remote Contact Capability (mobile/GSM)	NR	NR	NR	NR	R	R	NR	R	R					
6	7x24 Engineering Services in place	NR	NR	NR	NR	NR	NR	NR	NR	NR	R				
7	CRM Used to Monitor & Manage Incoming Calls	NR	NR	NR	NR	NR	NR	NR	NR	NR	R				
8	Documented Customer Complaints process in place	R	R	R	R	R	R	R	R	R					

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Based on the company's service requirements, a service program will be designed. The service program provides a reference guide for internal or external (e.g. outsourced) service measurement and assessment, to include:

- service metrics and call statistics
- service labour reporting (cost control)
- technical support, call handling, escalation and remote service capabilities
- SLA and Level of Urgency Codes definition
- spares and logistics management
- security and data management

The Services Audit will provide a snapshot of the actual level of quality of service provided as well as a list of recommended actions for service optimisation. The Audit has a standard format and may be complemented by specific questions from company management.