



Service Controlling

Effective service evaluation and efficient service management

Two-day intensive seminar

Service Controlling for business excellence

How powerful is your service business? Are you implementing the strategic goals of your company efficiently in service? Which "parameters" do you have to adjust to be better than your competitors?

The prerequisite for answering these questions is measurable transparency within your service organization and networking. The exchange takes place in an active training atmosphere with workshop character. You benefit from the experience of lecturers from industry and practice and the exchange with other companies.

Learn the tools needed to establish performance measurement in your business. This is how you learn from best practice. In conjunction with knowing how key figure groups affect each other, you develop a concrete action plan to implement business excellence in your service organization.

Your benefit & contents

In the course of this seminar, you create starting points to develop effective service controlling which enables you to evaluate the performance of your service organization with regard to the strategic and operative objectives. In addition, you will learn models that help you achieve business excellence. Based on a holistic concept, you develop a concrete action plan based on your model/applicable project to effectively control your individual service business, your service excellence.

Focus on

- deriving success factors from strategic and operational goals
- defining respective applicable key figures
- strategies to compare your own performance within your organization and beyond to achieve business excellence in your service organization
- creating an action plan from and for your practical work

Contents

- Core and support processes in service business and basic concepts of service controlling
- Key figure groups for service controlling
 - Customer satisfaction
 - Quality
 - Productivity
 - Profitability
- Performance Management Models
 - BSC (Balanced Score Cards)
 - Process models to increase efficiency

Methodology

- Keynote presentations
- Interactive learning
- Group work
- Case studies
- Personally monitored implementation of your action plan

- **Duration**
2 days
- **Start/End**
09:00 am to 05:30 pm each
- **Target group**
Service and controlling managers with basic business knowledge
- **Our services**
Seminar participation & networking
Seminar documents
Drinks and lunch
Certificate of attendance
- **Your investment**
€ 2,360.00 plus VAT

Information and registration

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Subject to change.