

Gilbert Owusu
Paul O'Brien
John McCall
Neil F. Doherty *Editors*

Transforming Field and Service Operations

Methodologies for
Successful Technology-Driven
Business Transformation



 Springer

Transforming Field And Service Operations Methodologies For Successful Technology Driven Business Transformation

Yoshiki Shimomura, Koji Kimita



Transforming Field And Service Operations Methodologies For Successful Technology Driven Business Transformation:

Transforming Field and Service Operations Gilbert Owusu,Paul O'Brien,John McCall,Neil F. Doherty,2014-01-21 The drive to realise operational efficiencies improve customer service develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations To maximise the efficiency and effectiveness of these operations organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management technologies Despite the potential business value that can be provided by such transformation programmes too often the automation technologies have not been fully utilised and their expected benefits have as such not been realised Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical political structural and social aspects of a specific project have been managed The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies Accordingly the book is organised into four sections Section A The Case for Transforming Service and Field Operations explains the rationale as to why organisations should actively consider transforming their service and field operations while Section B presents various Methods Models and Enabling Technologies for Transforming Service and Field Operations In Section C a number of Case Studies illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits Lastly Section D considers Challenges Outcomes and Future Directions Overall this book provides valuable insights into how to successfully transform field service operations with automated technologies It draws on years of experience from different industries and from different perspectives on realising change It is aimed at managers technologists change agents and scholars who are interested in field service operations in general and the use of advanced computing technologies in this area in particular

Digital Supply Chain Transformation Yingli Wang,Stephen Pettit,2022-08-23 Digital and communication technologies from cloud computing Internet of Things IoTs big data and analytics to artificial intelligence AI robotics and blockchain are having a profound impact on individuals organisations and society The devastation caused by the global Covid 19 pandemic has highlighted the fact that digital transformation is no longer an option but a survival necessity In the supply chain field technology developments require companies to rethink the way they design and manage their supply chains in order to cope with ever growing customer expectations and to remain competitive in the marketplace Meanwhile mega trends and geo political uncertainties such as Brexit US China trade wars and climate change have increased the pressure for supply chains to become more agile resilient and sustainable This edited book aims to provide readers with deep insights into how those emerging digital technologies if deployed effectively will allow organisations to reach the next level of operational effectiveness and leverage emerging digital supply chain business models to transform their traditional supply

chain into a sustainable digital supply chain ecosystem The book brings together contributions from world leading experts in supply chain digitalisation from both academia and industry analysing cutting edge developments observed in industries and drawing insights from the latest research in the field such as EU Horizon 2020 project research The contributors deliberately shy away from more established technological developments such as supply chain planning and execution systems cloud computing and electronic platforms networks They focus entirely on the latest emerging digitalisation developments instead bringing readers up to date so that they can appreciate how these are disrupting and will disrupt the status quo of supply chains The target audiences include academics students undergraduates and postgraduates and practitioners who are interested in supply chain digitalisation and transformation *Transforming Field and Service Operations* Gilbert

Owusu,Paul O'Brien,John McCall,2014-02-28

Transformative Impacts of AI in Management Farooq,

Muhammad,Ramzan, Muhammad,Yen, Yuen Yee,2024-10-11 The transformative impacts of artificial intelligence AI in management are reshaping organizational dynamics and redefining traditional leadership roles By harnessing AI technologies companies are achieving higher levels of efficiency insight and strategic agility AI powered tools facilitate data driven decision making automate routine tasks and enhance predictive analytics enabling managers to focus on high value activities and strategic innovation From optimizing supply chains and personalizing customer interactions to streamlining human resources and financial planning AI is driving changes across all aspects of management As businesses embrace these advancements further research is necessary to improve operational performance and position businesses for long term success *Transformative Impacts of AI in Management* delves into the transformative impact of AI across management science education business marketing and agriculture Through a structured synthesis of literature the publication provides a detailed analysis of applications challenges and opportunities in each domain This book covers topics such as management science artificial intelligence and marketing and is a useful resource for academicians policymakers business owners computer engineers agriculturalists educators scientists and researchers **Service Management** Eli Jr,2024-04-10

Service Management takes readers on an insightful journey through the intricate world of service operations management With a comprehensive approach this book covers a wide range of essential topics that are crucial for success in the modern service industry From the very beginning readers are introduced to the concept of servitization and its impact on service operations management As the book progresses it delves into the strategic vision of services empowering readers to develop a holistic understanding of how to create and deliver exceptional service experiences With a keen focus on designing service processes this book provides invaluable insights into optimizing efficiency and effectiveness The exploration of capacity and queue management equips readers with the tools to streamline operations and enhance customer satisfaction Innovation takes center stage as the author explains how to derive value from operational strength and efficiency Furthermore the book explores the risks and benefits of outsourcing services guiding readers through the decision making process and enabling

them to make informed choices Recognizing the importance of customer centricity Service Management emphasizes the significance of user centered design and managing the operating role of customers The book also delves into customer economics revenue management and the intricacies of developing a workforce capable of delivering exceptional service With a keen eye on service quality the author explores benchmarking and productivity improvement showcasing best practices and strategies for continual enhancement Moreover the book delves into the realm of digital transformation discussing the role of big data and analytics in linking service to profitability Performance based incentive system design is explored in detail offering a comprehensive understanding of how to motivate and reward employees Forecasting demand for services and managing customer expectations are also covered extensively ensuring that readers are equipped with the tools to optimize service delivery In addition this book sheds light on inventory management for improved service delivery and introduces readers to the exciting world of AI and other new age technologies The author explores AI as a service Aiaas providing a glimpse into the future of service operations management Service Management is a must read for professionals academics and anyone seeking to gain a deeper understanding of the intricacies of managing and delivering exceptional service With its comprehensive coverage of critical topics this book is a valuable resource that will empower readers to thrive in an ever evolving service landscape

The Philosopher's Stone for Sustainability Yoshiki Shimomura,Koji Kimita,2012-09-26
Industrial Product Service Systems IPS2 which is defined as an integrated industrial product and service offering that delivers value in use has expanded rapidly over the last decade IPS2 has allowed us to achieve both high added value and high productivity and has enriched our QOL by improving the performance of products and services We are now struggling with many awkward issues related to sustainability but IPS2 is expected to be the philosopher s stone for solving these issues Following the pattern of conferences held in Cranfield in 2009 Link ping in 2010 and Braunschweig in 2011 the fourth International CIRP Conference on Industrial Product Service Systems held on November 8 9 2012 in Tokyo will cover various aspects of IPS2 Topics planned for this year s conference reflect the latest IPS2 information in both the natural sciences and humanities and include case studies from various industries IPS2 is still a relatively new field so it is important to keep track of the entire context in order to promote more cross sectional cooperation between multimodal fields and disciplines The fourth International CIRP Conference on Industrial Product Service Systems will serve as a vital platform for such collaborations and the discussion of new scientific ideas

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Harvard Business School ... Catalog of Teaching Materials ,1998
Computer & Control

Abstracts ,1996 **New Technologies for Automation of Metallurgical Industry 2003** Wei Wang,2004 The workshop aims at providing researchers and practitioners with a forum to report on recent developments in the the technology method and their applications for automation in mining mineral and metal processing in order to face the challenge of complex industrial process modeling control and optimization The emphasis is placed on practical use of those technologies but theoretical researches accompanied with appropriate practical experience consideration are also welcome 7Provides the latest research on Automation of Metallurgy7Contains contributions written by experts in the field7Part of the IFAC Proceedings Series which provides a comprehensive overview of the major topics in control engineering **Subject Guide to Books in Print** ,1996 **Consultants & Consulting Organizations Directory** Cengage Gale,2009-05-12 **Safety Science Abstracts** ,1974 *Information Resources Management* NASA Scientific and Technical Information Facility,1990

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