



# Making Prefab Work in the Service Business

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1



## Session Overview

- How does Prefab Apply
  - Aligning your service model with prefab categories
  - What problem are you trying to solve?
- How do you take the risk “offline”?
  - SMED concept
  - Objectives for Externalizing Work® for Service
  - Tacit Knowledge of diagnosis/problem solving
  - Going from consumer-led to service to service-led consumers
- Technologies to support
  - Parallels: telehealth, ATM
  - 3D printing
- Open time for breakout/brainstorm

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2

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# 3 Models for Service

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3 of 47

3



# 3 Models for Service

- **Service as a Buffer**
- **Post-Project Support and Maintenance**
- **Independent Service Department**

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4 of 47

4

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## 3 Models for Service Service as a Buffer

- Contractor advertises and offers “Service Work”
- Technicians do “jobs”, but are not dedicated to service
- Minimal dedicated resources, perhaps only 1 (the “Service Manager”)
- Volume represents 1% (or less) of total company revenue
- The work is a buffer for labor in between project work
- Can be used to develop new customer relationships
- Process is not scalable, no specific software required

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6 of 47

5



## 3 Models for Service Post-Project Support and Maintenance

- Construction projects lead into service and maintenance agreements for ongoing support
- Have “some” dedicated service resources/technicians
- Requires more structure such as:
  - Processes documented independent of any one person
  - May require specific software
- Volume represents 5-10% of total company volume

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6 of 47

6

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## 3 Models for Service Independent Service Department

- Independent service department / offering
- 24-7 customer support available – emergencies, work orders, maintenance, etc.
- Department has stand-alone structure and resources
- Volume represents 10%+ of total company volume
- Profitability is greater than 45%

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7 of 47

7

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