

Philips Healthcare	HRM

<b>Job title</b>	Services Delivery Manager
<b>Report to</b>	Operations Manager
<b>Aim of the job</b>	As the focal point for all operational service delivery related issues the Services Delivery Manager is responsible for executing the service delivery processes in the district ensuring maximum customer satisfaction. Responsible for leading the Field Services Engineers ensuring high level of team work and engagement levels.
<b>Key Areas of Responsibility</b>	<ul style="list-style-type: none"> <li>• Manage customer relation: <ul style="list-style-type: none"> <li>○ Recognize customer needs by managing escalations and ensures that the delivered performance and services matches the customer needs</li> <li>○ Assure that the delivered services are in line with the performance Service Level Agreements (SLA's) as defined in the customer services contracts</li> <li>○ Assure that all issues raised during the product lifecycle starting from product installation to maintenance are resolved, escalation management and conflict resolution</li> <li>○ Customer visits and communication around operational issues to assure increasing levels of customer satisfaction</li> </ul> </li> <li>• Working with district sales and project management to provide technical input in support of the Order Acquisition Process (OAP) and Order Realization process (ORP): <ul style="list-style-type: none"> <li>○ Escalate relevant customer issues inside the organization to assure high level of reactivity and problem resolution</li> </ul> </li> <li>• People Management of all Field Services Engineers (FSE) of the district: <ul style="list-style-type: none"> <li>○ Coaching the FSE and ensure service execution according Philips procedures and processes</li> <li>○ Fine-tune the centrally created long term resource planning with his team and customers</li> <li>○ People Performance Management</li> <li>○ People Development</li> <li>○ Determine FSE training plans based on district and individual needs</li> <li>○ Ascertain FSE reports are complete &amp; on time</li> <li>○ Workload management</li> </ul> </li> <li>• Process and tools responsibility: <ul style="list-style-type: none"> <li>○ Ensure training of new hires and FSE on way of working, tools utilization, assuring change management related to implementation of new tools and customer services processes for the area</li> </ul> </li> <li>• Responsible for service delivery operations compliance performance within the district and for reporting compliance issues to quality &amp; regulatory functions at regional level: <ul style="list-style-type: none"> <li>○ Install base accuracy</li> <li>○ Ensure maintenance is operated and monitored to be compliance of relevant version of business unit service manuals and relevant quality policies</li> <li>○ Ensure the measuring tools used by engineers match service manuals required specifications and are under a controlled calibration process</li> <li>○ Engineers customer feedback follow up performance</li> <li>○ Field change order compliance</li> </ul> </li> </ul>
<b>Authorities</b>	<ul style="list-style-type: none"> <li>• Set priorities in the workload of FSE</li> </ul>

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	<ul style="list-style-type: none"> <li>• Authorize overtime</li> <li>• Authorize expenses</li> </ul>
<b>Key measures</b>	<ul style="list-style-type: none"> <li>• Consignment Stock aging</li> <li>• Install Base accuracy</li> <li>• Customer Quality Customer Services (CQCS)</li> <li>• Jobs / FSE day</li> <li>• Elapsed Time To Repair (ETTR)</li> <li>• Open Job Aging</li> <li>• Open Service Orders</li> <li>• Open Field Change Orders (FCO's)</li> <li>• Field Services Engineer (FSE) productivity</li> </ul>
<b>Education &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Degree level education or equivalent</li> <li>• Experience in Customer Services environment</li> <li>• Experience with leading a team</li> <li>• Technical expertise</li> <li>• Good understanding of the related products and business</li> <li>• Fluent in English, verbal and written in addition to local language</li> </ul>
<b>Competencies required</b>	<b><i>See competency framework</i></b>

**NB Closing date : 25 January 2012**