

Philips Healthcare	HRM – Job description

<b>Job title</b>	Services Delivery Manager
<b>Report to</b>	Operations Manager
<b>Aim of the job</b>	<p>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.</p> <p>Responsible for leading the Field Services Engineers ensuring high level of team work and engagement levels.</p>
<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>

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<b>Authorities</b>	<ul style="list-style-type: none"> <li>• Set priorities in the workload of FSE</li> <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 : 30 June 2011**