



## Introduction to Service Operations

Service Operations involves managing and controlling the processes that deliver products and services to customers. It focuses on running operations smoothly and efficiently on an ongoing basis.

The key aspects of Service Operations include:

### Operations Planning

- Defining objectives and measures based on customer requirements
- Documenting processes using flowcharts and swimlane diagrams
- Estimating resource requirements and capacity

### Operations Control

- Daily management of operations using PDCA cycles and visual dashboards
- Driving continuous improvement at the ground level
- Incident management to quickly restore services and minimize impacts

### Quality Management

- Structured problem analysis to find root causes using tools like 5 Whys
- Implementing corrective actions to address systemic issues
- Continuous improvement to drive higher quality and speed in processes

Effective Service Operations requires the right balance across planning, control, and improvement.

Key tools used include:

- VOICE of Customer analysis to set objectives
- Swimlane process maps to document workflows
- Dashboards for daily monitoring and control
- Root cause analysis for problem investigation
- Value stream mapping to identify improvement opportunities

With robust Service Operations capabilities, companies can achieve operational excellence. This includes consistent quality, high efficiency, quick response times, and low costs. The ultimate goal is delighted customers through delivery of defect-free services.