

The logo for KT-BOX, featuring the text 'KT-BOX' in a bold, blue, sans-serif font. The background of the entire top section is a grayscale image of a large, white, truss-structured bridge spanning a body of water, with a building visible on the right side.

Bridging the knowledge transfer gap in services

“How can we transform manufacturing organisations into being best in manufacturing AND service?”

Tool 12: Service Transformation Toolkit

Application area

Businesses developing their service capabilities

Problem

For an established organisation, the move to being an excellent service and manufacturing firm can be hard and bumpy, involving unnecessary cost and risk. Up to 57% of businesses see lower profits from adding services. Underlying these problems is that the capability of a manufacturing firm is fundamentally different from the capability of a service firm, from the way the firm deliver its core value proposition to the way the entire firm is configured and coordinated for a hybrid value proposition of manufacturing and service.

Benefits

STT is designed to assist organisations in establishing capabilities to deliver manufacturing and service value propositions in partnership with their customers profitably. This should lead to

- High performance service and manufacturing value propositions
- Long term viability
- A well designed and manageable process for change
- Reduced cost and risk of change

Approach and deliverable

The transformation in the organisation is achieved through:

- Using the CCAT tool to assess current system capabilities
- A viable system audit of its internal configuration AS-IS and where the firm wishes TO-BE
- A root cause analysis giving a new perspective on the organisation’s viability as well as identifying particular strengths and weaknesses
- Identifies areas for improvement that will deliver tangible capability enhancement by focusing on interactions between organisations (the point at which value is created) and interactions within the organisation
- A transformation programme aimed at improving overall effectiveness of the firm’s value propositions and its internal organisation by primarily addressing the weaker areas

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