

PROCESS REVIEW BLOCK

AFTERMARKET PERFORMANCE SOLUTIONS

Fall 2023 Promotion



AFTERMARKET PERFORMANCE SOLUTIONS

About Us



What we Do

We offer strategic consulting to help unlock your aftermarket business potential.

Our Mission

To help our clients realize their aftermarket potential through simple and efficient strategies tailored to their business reality.

How we differentiate

Each of our team members are experienced running teams within complex enterprises.

This results in strategies that balance implementation with disruption.



✦ www.aftermarketperformancesolutions.com

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Process Review Block

Aftermarket Performance Solutions offers the process review block to provide clients with quick and actionable insights into business improvement opportunities.

Each review block targets a single process within our clients operations. After assessing our clients business objectives we review the process against their goals and industry standards, to provide actionable strategies to improve performance.

The process review block is tailored to support businesses who are looking for preliminary insights within a 6 to 8 week duration.

Great for:

- Defining steps to grow your business
- Exploratory reviews
- Optimizing business processes

Framework

Week 1	Introduction Session
Week 2	Stakeholder Sessions
Week 3	Investigation and Analysis
Week 4	Interim Review
Week 5	Investigation and Analysis
Week 6	Report and Closing Session

Introduction Sessions:

A 45 minute session with your leaders to understand your unique objectives. In this session we will also review industry insights on the selected topic.

Stakeholder Sessions:

Three working sessions with stakeholders within your organization to tailor our recommendations to your business reality. Ensuring we understand your model, tools, and policies.

Interim Review:

A 45 minute touchpoint where preliminary findings will be presented. This session will also include a set of questions to help steer our final recommendations.

Report and Closing Session:

Formal report and a 45 minute closing session to review findings, proposals and potential next steps.

Potential Topics

OPERATIONAL PROCESS

Typical objectives: reduce costs, improve performance, grow existing revenue streams.



Such as:

- Logistics
- Warranty and customer contracts
- Technical Sales
- Emergency/First Line Support Models
- Operational Performance Processes
- Aftermarket Business Cases
- Aftermarket Supplier Management
- Data Analytics for Decision Making
- In-Service Product Evolution

STRATEGIC PROCESS

Typical objectives: New product development/launch, strategic revenue growth, launching new revenue streams and business transformation.



Such as:

- New process implementation
- Digital evolution-transformation
- Subscription Service Implementation
- New Revenue Streams
- Revenue Growth
- Lifecycle Design (including obsolescence)
- Back to back aftermarket contracts

CASE STUDY #1: WARRANTY PROCESS (OPERATIONAL)

The client has seen a continuous creep in costs through warranty expenses, disproportionate to install base changes. They request a review of their warranty process with the intent to reduce expenditures.

Based on a review of their internal processes and industry practices, 3 opportunities tailored to implementation for their business model and systems were identified.

- 1) Immediate Intervention: Administration process changes, within the scope of existing agreements and organizational structure.
- 2) Review of the workflow within the organization.
- 3) Long term changes to contract templates to bring their terms up to the industry standard.

CASE STUDY #2: LIFECYCLE DESIGN (STRATEGIC)

The client is launching a new product. They have faced customer dissatisfaction on previous products due to the lifecycle cost (support, cost of maintenance, downtime, reliability, obsolescence). They are looking to understand how to increase customer satisfaction without impacting their bottom line when implementing the new product line.

Following review of the organization's objectives, we proposed to implement an LCC (Life Cycle Cost) process and include lifecycle metrics in business case decisions.

- 1) Provided a template and training for creating a lifecycle cost model (LCC).
- 2) Demonstrated how to implement life cycle cost within the decision making process.
- 3) Recommended procedures for recurring management of an LCC model through the product lifecycle.

**OUR RECOMMENDATIONS WILL BE TAILORED TO
YOUR BUSINESS REALITY WITH A HEAVY FOCUS ON
EASE OF IMPLEMENTATION**

Fall 2023 Discount

**15% OFF YOUR FIRST
PROCESS REVIEW
BLOCK**

[Click here to book your free 20 minute consultation now!](#)

We look forward to hearing from you:

 www.aftermarketperformancesolutions.com

 info@aftermarketperformancesolutions.com

Valid until November 30 2023.

Quantities may be limited according to consultant availability.

Subject to agreement on detailed terms and conditions.