

EFFECTIVE | QUANTIFIABLE | PERFORMANCE

**Service Performance** is a facility service consulting firm for labor-based service contractors. We apply sophisticated expertise to clients' high-touch labor processes to reduce Cost of Goods Sold (COGS), increase yield and throughput, and balance their workforce.

**ENHANCE PRODUCTIVITY**

*developing*

**Client-driven (KPIs) & Site-specific Training**

**REDUCE FAILURES**

*implementing*

**6 Sigma & Critical to Quality (CTQ) Processes**

**GAIN INSIGHT**

*analyzing*


**Cost per Labor Hour & Operational Performance**

**Service Performance's** Quality Improvement is focused on high-touch labor services in a manufacturing, assembly or processing environment.

We've teamed with quality experts in labor-based services to bring as-needed consulting to service contractors. Expert experience includes:

- Industrial Engineers, Six Sigma & LEAN Manufacturing facilitators
- Workplace Visualizations, DMAIC process, 5S, FMEA, Value Stream Mapping & Root Cause Analysis applications
- Equipment identification, configuration & cost estimating for numerous facility improvement programs
- Development of Training & Orientation programs for engineering staff in national facilities contracts
- Comparative Analysis for food & equipment R&D, experimental protocols developed, monitoring & reporting to senior government officials

**Chris Arlen's Service-IQ**



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Service Offering

- 5S
- Daily Work Instructions
- DMAIC Process (Define, Measure, Analyze, Improve, Control)
- FMEA (Failure Mode & Effect Analysis)
- Kaizen
- Kanban
- Key Performance Indicator (KPI) Development
- Operational Effectiveness of Equipment (OEE)
- Quality Improvement Training Programs
- TAKT Time Measurement & Analysis
- Poke Yoke (Mistake Proofing)
- Root Cause Analysis
- Standard Work Development
- Supply Chain Compression
- Value Stream Mapping
- Visualization in the Workplace

**EMAIL or CALL — LET'S TALK**

Email us @ [carlen@serviceperformance.com](mailto:carlen@serviceperformance.com) or call us at 206-780-2963 and we'll be happy to talk with you about effective, quantifiable results to improve your performance.

Also visit our web site and sign up for our FREE Service-IQ articles. Emailed monthly, they focus on the unique challenges and ways to realize greater value from service performance.