

EFFECTIVE

QUANTIFIABLE

RESULTS

**Service Performance** helps service departments promote their contributions and communicate their value so they get more of what they want.

**OPTIMIZE VALUE**

*delivering the desired*

**Customer  
Experience**

**IMPROVE SERVICE**

*enhanced*

**Accountability &  
Communication**

**LEVERAGE RESOURCES**

*through*

**Productive Service  
Engagements**

Consulting projects include service branding, communication programs, performance metrics, process mapping, business planning, and defining the customer experience, and voice of the customer research.

**Service Performance's** clients include Microsoft, Yahoo, Sony Pictures Entertainment, NetApp, NVIDIA, Aetna, as well as with facility service suppliers. Our clients work in:

- Security & Safety
- Facilities Departments
- Data Center Operations
- Procurement



Chris Arlen, President  
Service Performance

Chris Arlen founded Service Performance in 1996 to help management get more value from their services. Before consulting, Chris was on the supplier side in sales and marketing where he learned the intangible nature of service.

Chris holds a Master's degree from Antioch University Seattle and a Bachelor's degree from California State University, Sacramento.

**FREE eBook - KPIs in Service + 32 sample KPIs**

Key Performance Indicators (KPIs) make service real in a way everyone can see what's been delivered. The free eBook, "KPIs in Service", includes a list of 32 service KPIs you can use immediately.



**ServicePerformance.com/kpis-in-service/**

**Service Offering**

- Performance Metrics: Service Level Agreements (SLAs) & Key Performance Indicators (KPIs)
- Business planning & departmental goal setting
- Service branding & the Customer Experience
- Education & awareness programs
- Performance reporting & presentations
- Request for Proposal (RFP) / Request for Information (RFI)

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