

LECTURE:

RECAP OF 5S IMPLEMENTATION IN SERVICE

SECTION: CONCLUSION AND PRACTICAL STEPS

REMEMBER WHEN WE FIRST INTRODUCED THE 5S CONCEPTS?





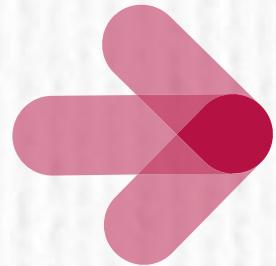


CAN YOU BELIEVE HOW FAR WE'VE COME?

GET YOU FIRED UP TO BRING 5S TO LIFE IN YOUR SERVICE WORLD



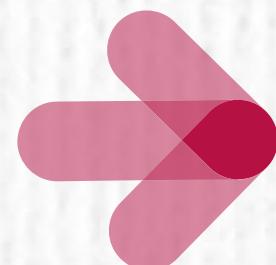
YOU WILL LEARN



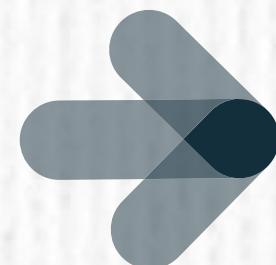
KEY LESSONS FROM 5S IN SERVICE



HOW 5S HELPS DIFFERENT SERVICE JOBS

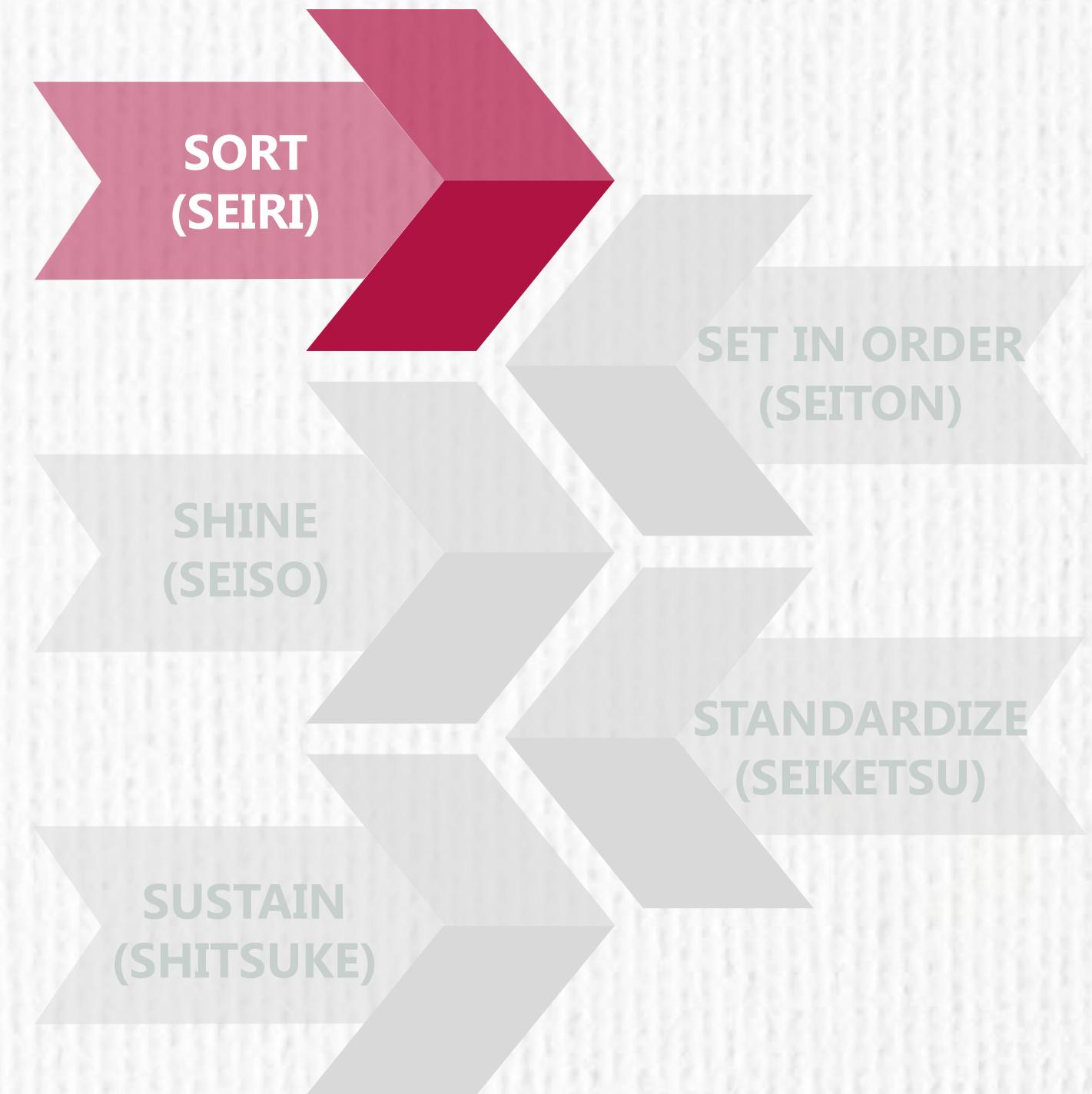


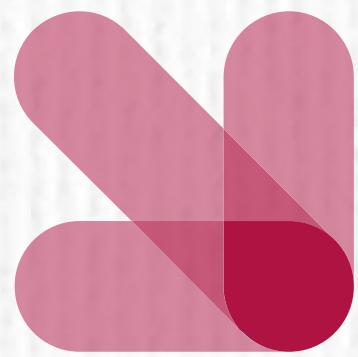
THE LONG-TERM BENEFITS OF USING 5S



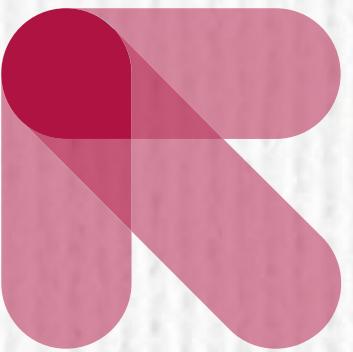
REFLECTING ON YOUR 5S JOURNEY

FIRST UP,





CUTTING OUT THE FLUFF IN YOUR SERVICE PROCESSES



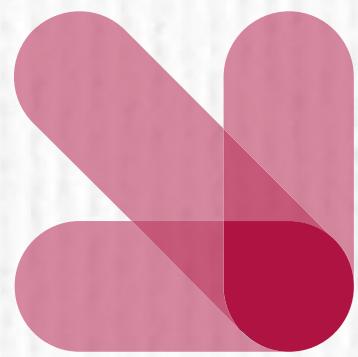


**IF YOU DIDN'T HAVE TO DEAL
WITH UNNECESSARY PAPERWORK
OR CONFUSING STEPS**

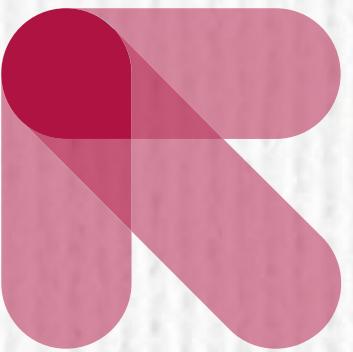


NEXT,





CREATING YOUR SERVICE SUPERHERO UTILITY BELT



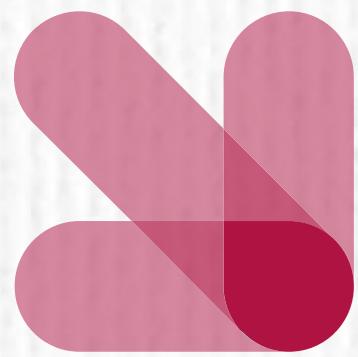




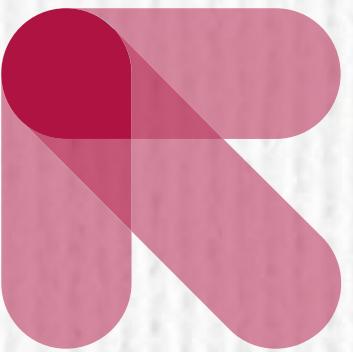


NEXT,





**GREAT, ANOTHER LECTURE
ABOUT CLEANING**



KEEPS YOUR TEAM PUMPED



**YOU CAN SPOT AND FIX LITTLE PROBLEMS
BEFORE THEY BECOME BIG HEADACHES**

THEN YOU'VE GOT







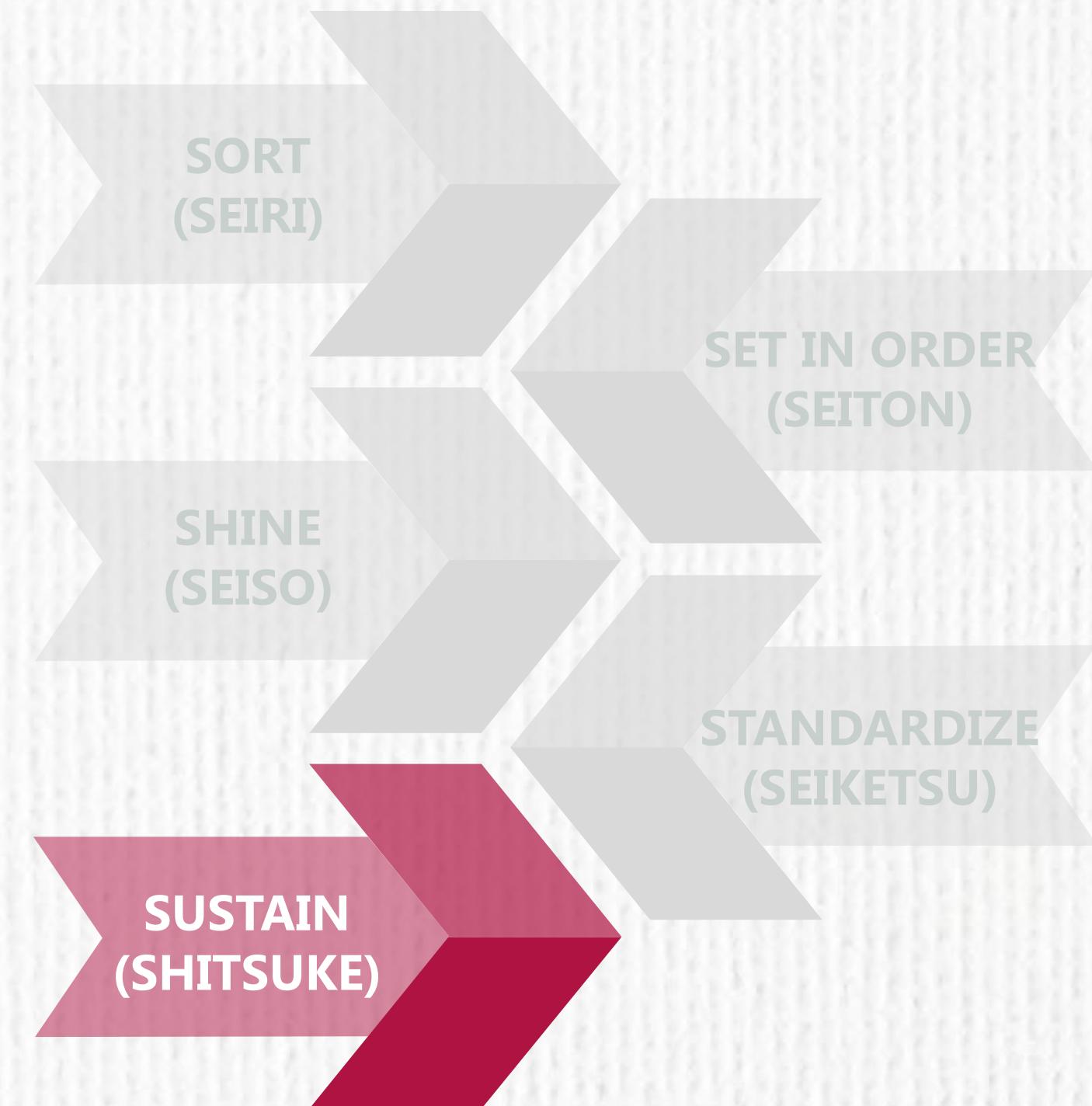
CUSTOMER
REVIEW
SATISFACTION



THEY'LL BE SERVICE PROS IN NO TIME!



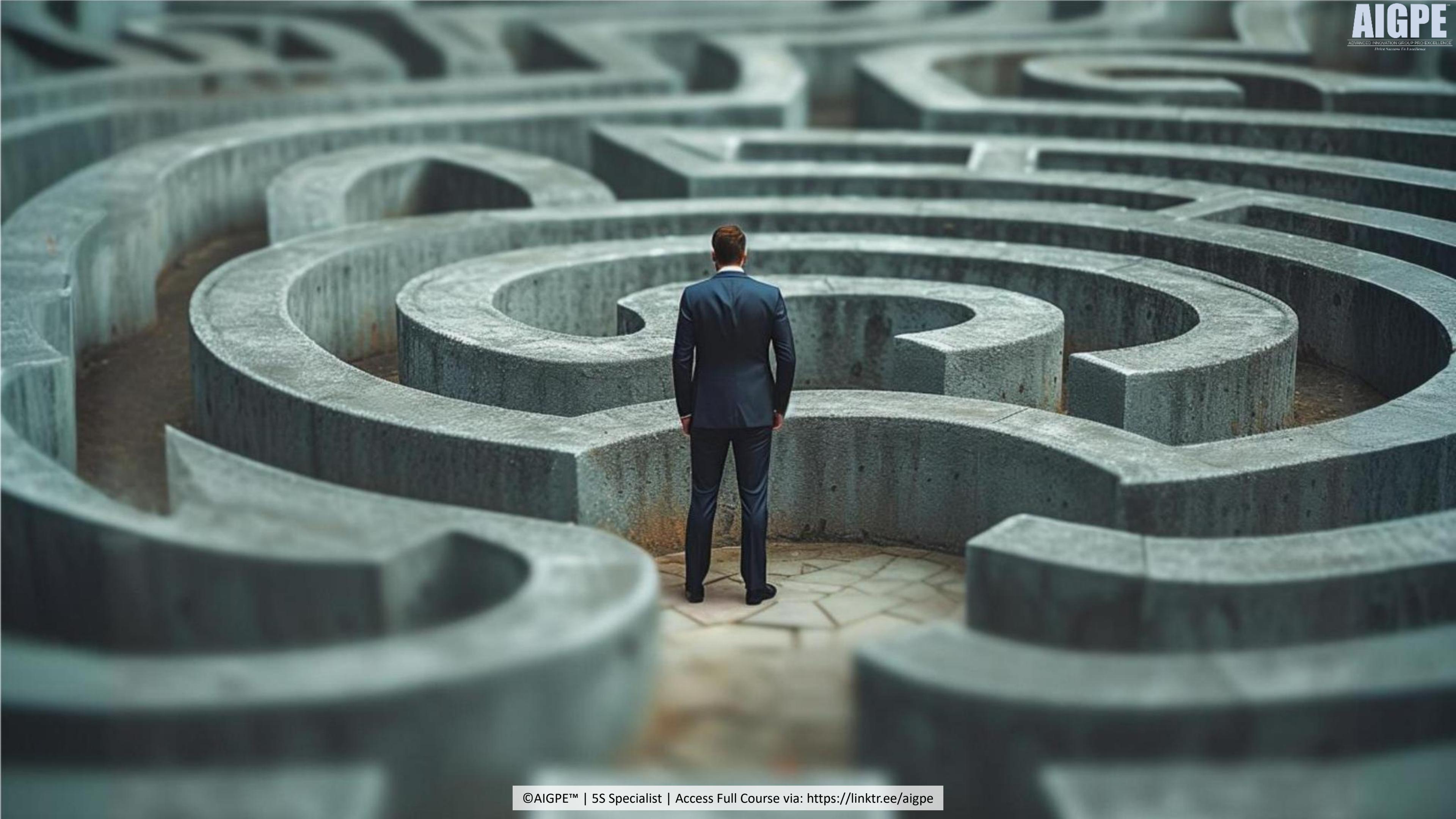
LAST BUT DEFINITELY NOT LEAST





FOSTERING A CULTURE OF CONTINUOUS ENHANCEMENT





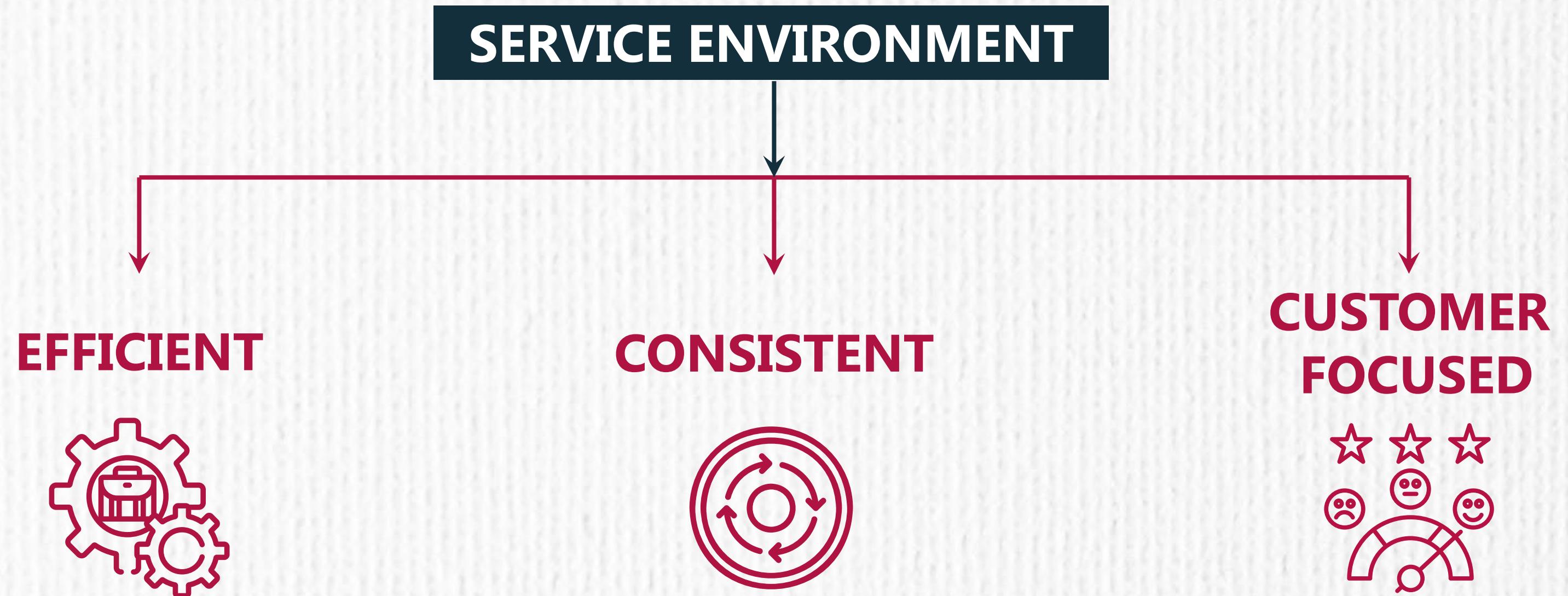
**ISN'T CREATING A LEGACY OF EXCELLENCE WORTH
A LITTLE EFFORT?**

**ARE YOU STARTING TO SEE HOW 5S ISN'T JUST FOR
THE FACTORY FLOOR ANYMORE?**











THEY TOUCH EVERY ASPECT OF YOUR SERVICE DELIVERY



**IMPROVED CUSTOMER
SATISFACTION SCORES**

**REDUCED ERRORS
AND COMPLAINTS**

**FASTER SERVICE
TIMES**

**INCREASED EMPLOYEE
SATISFACTION**

**WHO WOULDN'T WANT TO WORK IN A WELL-
ORGANIZED, EFFICIENT ENVIRONMENT?**

**COULD 5S BE YOUR SECRET WEAPON IN STANDING
OUT FROM THE COMPETITION?**





**HOW CAN EACH OF THESE 5S PRINCIPLES APPLY TO
YOUR SPECIFIC SERVICE ROLE?**









AND SUSTAIN?











**RAHUL G. IYER
INSTRUCTOR**



ADVANCED INNOVATION GROUP PRO EXCELLENCE

Drive Success To Excellence