

How to Measure Technician Effectiveness Using Scorecarding



Your field technicians are on the front lines, and their performance directly impacts your company's financial health. It's why evaluating technician effectiveness through scorecarding is critical. When done right, scorecarding can improve your field techs' results, help them reach more customers, and bring more business into your company.

1 Anchor your scorecards in a single data source.

Your ability to evaluate field technicians hinges on the quality of data you can pull from the field. That's why it's best to populate your scorecards with reliable data from a single, all-in-one source.



2 Start with goals in mind.

Before you begin collecting scorecarding data, identify what you want to improve or accomplish. Knowing your goals outright will make it easy to focus on the right KPIs to improve your company.



3 Identify the right metrics to meet your goals.

The best metrics for scorecarding will depend on your desired endgame. For instance, if you want to boost profitability, look to utilization and margin reporting. For higher customer satisfaction, focus on KPIs such as first-time fix rates and response times.



WHAT IS TECHNICIAN EFFECTIVENESS SCORECARDING?

Technician effectiveness scorecarding uses key performance indicators (KPIs) and metrics to evaluate and motivate your field technicians. With scorecarding, you use data to identify areas for improvement as well as new growth opportunities.

4 Use data to propel action.

Data will do little to improve effectiveness on its own. Instead, it's best to use reports to identify patterns and use KPIs to drive progress.



5 Gamify your program.

The best scorecarding programs are fueled by healthy competition. By gamifying your program, it's easier to motivate field techs to improve their performance.



Want to learn more about Davisware's technician scorecard functionality?



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