

Cognito reveals list of field service horror stories

- how to spot the single engineer who is compromising customer service -

NEWBURY, UK, 23rd November 2011

Cognito has uncovered some shocking but exceptional examples of engineer behaviour in the field over years of consulting with major UK organisations. The company, which has worked with service organisations to identify areas for mobile workforce optimisation, has collated some of the worst examples to help companies recognise specific, but not typical, examples of bad practice. The evidence compiled shows some of the challenges faced when managing large and remote mobile workforces.

The **document** lists ten examples of real-life engineer misdemeanours, including anything from engineers frequenting the pub to complete paperwork, to carrying out some of the work for cash-in-hand. One engineer started a romantic affair, and was finally tracked down to the same location, having gone repeatedly AWOL during working hours.

“These behaviours are by no means indicative of the field service industry, but are examples of what can happen without proper management tools in place,” said Jonathan Chevallier, Strategic Development Director at Cognito. “Ironically, field service staff are actually the most receptive to scheduling and reporting tools, as it makes their job easier, and enables them to be recognised for exceptional performance. The industry needs to embrace systems to engage and motivate rather than condemn technology which is sometimes viewed as a ‘big brother’ style approach to management.”

The **‘Re-engineering the engineers’** document provides some basic examples of how instances of bad practice can be identified and addressed.