How do you factor the cost of a return visit into the price of a field service?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

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Applicability: For operational calculations. The examples show fictitious amounts and assumptions.

From existing orders, estimate the return rate and the average cost of reordering. Add the estimate to the planned delivery cost, and track process changes separately.

When this is applied

Distinguish between justified return visits, refinements due to your own error and requests outside the original scope. From this distinction, derive improvements to the offering or process.

What to do in practice

Reduce the cause of returns and compare the actual cost three months after the change.

A business example

Ten per cent of interventions require a return of an average €36. The average reserve is €3.60 per intervention, before adjusting the price to cover our own margin.

Specific next steps

1. Reduce the cause of returns and compare the actual cost three months after the change.

Limits of application

For operational calculations. The examples show fictitious amounts and assumptions.

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