

## **Service Controlling For Workshop**

By Ir Sukhairul Nizam Abdul Razak https://www.irsukhairul.com

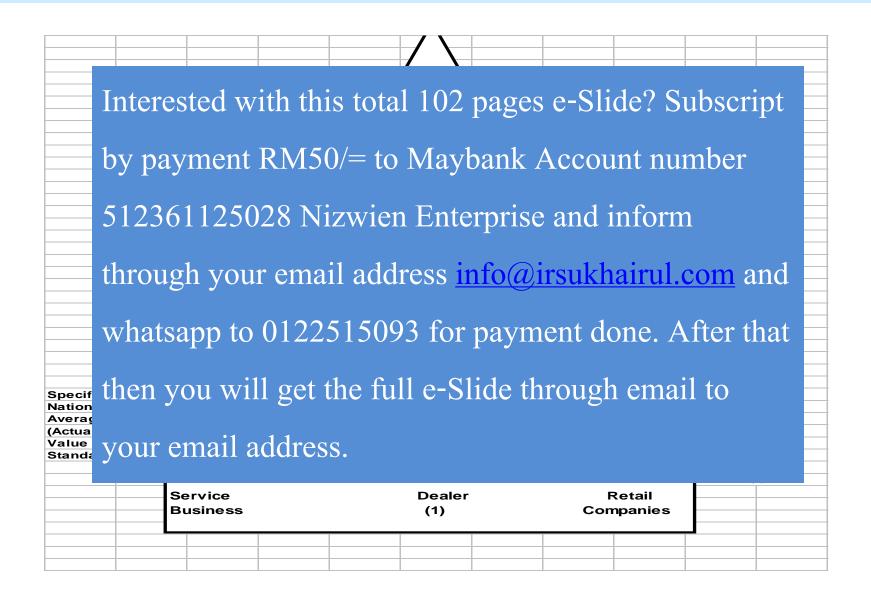
### SERVICE CONTROLLING

## What is Controlling?

It is an evaluation of performance in an organization and applying necessary correction

Control process includes the steps of establishing standards comparing
<u>actual results</u> against <u>the standards</u> and take <u>corrective action</u>, especially
in regards to comparing the actual results against standards

#### SERVICE CONTROLLING - Presentation of Principle-Control Function



# Topics inside this e-Slide

Service Controlling

What is Controlling?

Service Controlling - Presentation of Principle-Control Function

Service Controlling - Management Cycle

Service Controlling - Financial Success + market success

Service Controlling - Instruments

Workshop Controlling Functions - Quality Controls, Operating Controls,

Efficiency Controls, Financial Controls & Management Controls

# Thank You