

Customer Support

Newsletter

CSS VOL 1 | ISSUE 1

LifeFitness
WHAT WE LIVE FOR

Tip of the Month

PHONE REQUESTS

The fastest way to request parts orders, service requests and tasks is by calling:

1-800-351-3737

EMAIL REQUESTS

(24 hour response time) When placing Parts orders, Service requests and tasks please be sure to include the following information:

1. Serial Numbers
2. Ship To info
3. Billing info
4. Pad/frame color

CSS Organization

Michael Cusack, Vice President

The US Service Organization has been very busy in 2008 implementing improvements across all departments to increase customer satisfaction. We have added two key leaders that I would like to introduce. This summer we added **Mr Lowell Stoelting** to our team as the Director of Parts and Logistics. Consistent parts supply and communication regarding parts availability are the to customer issues and Lowell is tasked with making dramatic improvements to the service part supply chain. Also joining LifeFitness is **Mr Tom Zentefis**, coming to us from Abbott Laboratories with over 20 years of Field Service expertise. Tom will lead our US Field Service organization and will also manage our Independent Service Operators (ISOs) in the US and Canada. Tom is already working with the field service team to improve communications with our Sales team and customers. I look forward to significant positive changes from both Lowell and Tom in the months ahead.

Our people are the key to success, and I want to thank you for all your hard work with our customers and for supporting us on the road to excellence in customer service.

Parts Logistics Outsourcing

Lowell Stoelting, Director Service Parts Supply Chain

I am pleased to have this opportunity to introduce the CSS Service Parts Supply Chain and what we do. Our primary objective is to have the right service part available at the right time for our customers. We work extremely close with the call center personnel in communicating and delivering part availability information. In addition, we constantly collaborate with our supplier base to ensure an adequate parts supply.

A key operation in the supply chain is the distribution process. We ship an average of 600 orders around the world every day and that number doubles during busy season. As a continuous improvement initiative the service parts distribution operation is being transferred to our 3rd party logistics partner – LeSaint Logistics. LeSaint Logistics is a world class logistics provider and has a proven record of operational excellence in warehousing and distribution.

This change in distribution models will begin on September 22 with LeSaint Logistics picking, packing, and shipping from their facility in Fairfield, Ohio (near Cincinnati). Beginning in November LeSaint Logistics will begin to pick, pack and ship our service parts from their secondary warehouse in Fontana, California (near Los Angeles). Many benefits will be realized from this distribution model change, including quicker delivery to our customers, warehouse efficiency gains, later parts order cut off times and more. Customer service and supply chain operations will remain unchanged and operational contacts will be published soon.

We are excited to partner with LeSaint Logistics and look forward to offer this improved service to our customers. Feel free to contact Lowell if you have specific questions of interest. Look for future issues of the CSS newsletter for more Service Parts Supply Chain news.



Service Highlights

Call Center

Talisma, an email management tool, is helping the call center to monitor and to improve response times to customer email requests.

Continuous Improvement

Created and published an Executive Scorecard (OBI Dashboard) to measure service levels in each area of the business (domestic).

Training & Tech Support

Upcoming training classes:
Technician Certification: 10/13-17
Club Maintenance: 11/18-20
For assistance scheduling service training contact Donte Frazier (3490) or via email at technicaltraining@lifefitness.com

Field Service

Four Field Technical Specialists have been hired with responsibilities for installations, ISO performance, FSR training and resolving field escalations.

Customer Requests:
Customersupport@Lifefitness.com