Technician Utilization Tracker

How-to guide: what the workbook does, how to use it and what every number means. mfgcalcs.com

Technician Utilization Tracker

Track every field service technician's utilization, travel share and other time by month against your target, with the productive hours needed to close the gap.

For: Field service managers, service operations analysts and team leads running technicians on customer sites.

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Quick start

1. On Setup, type your company, the target utilization and near band, and list your technicians with their territory.
2. On Hours, give each technician a row each month: available, productive service and travel hours.
3. Fix anything the Check column names.
4. Open the Dashboard: the team trend against target, and every technician's hours in the latest month.

What is in the workbook

Start Here	Read this first: what the workbook does and how to use it.
Setup	Company, the target utilization and near band, and the technicians with their territory.
Hours	One row per technician per month: available, productive and travel hours in; utilization, travel share and gap out.
Dashboard	Team utilization against target month by month, and every technician's hours in the latest month.
Method	How every number is calculated, with assumptions, limits and sources.
Verify	Self-check: the workbook's formulas recomputed on fixed inputs against an independent reference.

What each number means

Quantity	How it is calculated	Units
Utilization	Productive hours / available hours.	%
Gap to target	Target - utilization, in percentage points.	points
Travel share	Travel hours / available hours.	%
Other hours	Available - productive - travel hours.	h

Quantity	How it is calculated	Units
Hours needed for target	Target x available - productive hours, or 0 when the target is met.	h
Status	On target at or above the target; Near target up to the near band under it; Below target further under.	-
Team and latest month	Sums of productive, travel and available hours, then the same ratios.	%

Assumptions, limitations, sources and the self-check (the Verify sheet, which recomputes the workbook's formulas on fixed test inputs) are in the workbook. The last page shows the Dashboard with the example data for Kestrel Field Service, a fictional business.

Free from MFG Calcs - keep this credit when you share it.

Engineering estimates for planning and improvement work. Verify the results against your own process, data and standards before you rely on them.

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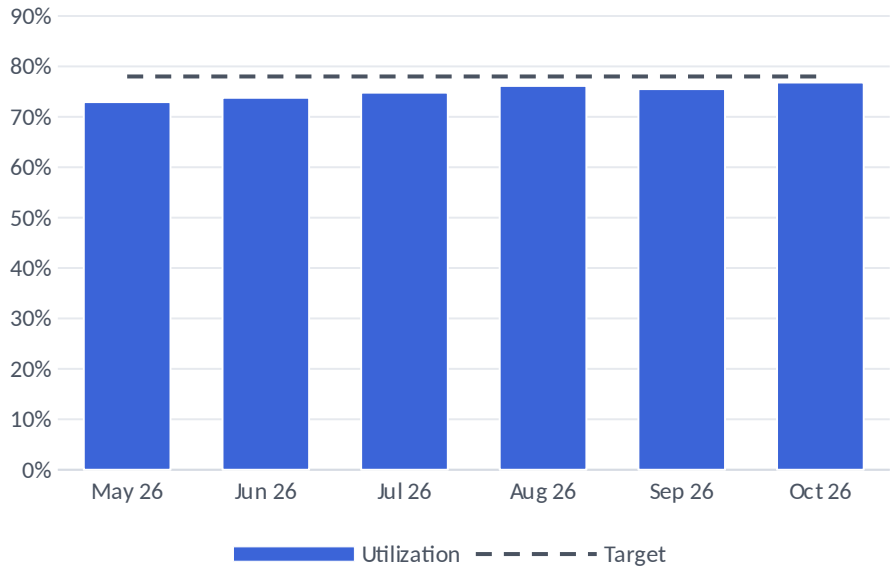
Team utilization against target month by month, and every technician's hours in the latest month.

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Kestrel Field Service (example): 6 technicians, latest month October 2026. Target 78%.

TEAM UTILIZATION	TRAVEL SHARE	TECHNICIANS BELOW TARGET	PRODUCTIVE HOURS NEEDED
76.8%	**11.9%**	**2**	**31**
Target 78.0%	Latest month, whole team	Latest month	Latest month, to bring each to target
Near target			

Team utilization by month



Hours by technician, latest month

