Mastering Service Costing Models and Strategies for Cost Control & Value

29 August – 2 September 2027
Zanzibar

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Ref: 103600419_102750 **Date:** 29 August – 2 September 2027 **Location:** Zanzibar **Fees:** 5500 Euro

Course Overview:

In today's competitive business environment, service costing models and strategies are essential for driving cost control, efficiency, and long-term value creation. This five-day corporate training course equips participants with advanced knowledge and hands-on methods for analyzing, estimating, and managing service costs across industries.

The program introduces participants to activity-based costing in services ABC, time-driven activity-based costing TDABC, and the Standard Cost Model SCM while integrating practical service cost estimation techniques, regression analysis in cost estimation, and cost drivers in service costing. Learners will apply service costing Excel models, simulate outsourcing and transfer pricing decisions, and explore strategies for cost optimization in services.

By combining global frameworks with practical tools, this course emphasizes operating costing methods, cost accounting for services, and advanced service costing approaches. Participants will learn to assess administrative burdens, apply cost modeling techniques, and create financial strategies that ensure sustainable profitability. This unique program bridges theory with application, empowering managers and professionals to achieve stronger cost control for service businesses and maximize organizational value.

Target Audience:

- Cost and Management Accountants
- Financial Analysts and Controllers
- Project and Operations Managers
- Business Consultants and Advisors
- Executives and Senior Managers

Targeted Organizational Departments:

- Finance & Accounting
- Operations & Service Delivery
- Corporate Strategy & Planning
- Audit & Compliance
- IT & Analytics

Targeted Industries:

- Healthcare and Hospitals
- Information Technology and Software Services
- Transport and Logistics
- Consulting and Professional Services
- Government and Public Services
- Manufacturing After-Sales and Maintenance Services

Course Offerings:

By the end of this course, participants will be able to:

- Apply ABC and TDABC for accurate service cost allocation
- Build and apply service costing Excel models for forecasting and analysis
- Use regression analysis in cost estimation to understand cost behaviors
- Implement the Standard Cost Model SCM to evaluate administrative burdens
- Identify and manage cost drivers in service costing for better decision-making
- Apply operating costing methods in service-intensive industries
- Design strategies for cost control for service businesses and value creation

Training Methodology:

The course uses a blend of lectures, interactive discussions, case studies, and real-world simulations. Participants will practice with Excel-based service costing models, test decision-making scenarios using regression analysis in cost estimation, and compare costing frameworks such as ABC, TDABC, SCM, and CMFS.

Hands-on group activities, role-playing exercises, and reflective reviews will help participants apply cost optimization in services to their work environments. This experiential learning approach ensures they can confidently apply service cost management techniques in real business contexts.

Course Toolbox:

- Comprehensive participant workbook
- Excel templates for service costing models
- Case studies on ABC, TDABC, and SCM
- Reading materials on cost estimation and transfer pricing in services
- Checklists for identifying cost drivers in service costing
- Templates for budgeting and performance measurement

Course Agenda

Day 1: Foundations of Service Costing and Strategic Context

- **Topic 1:** Strategic need for analyzing and managing costs in service industries
- **Topic 2:** Definition and dimensions of service cost management
- **Topic 3:** Operating costing methods and service costing models
- **Topic 4:** Advanced cost accounting for services: principles and applications
- **Topic 5:** Identifying and analyzing cost drivers in service costing
- **Topic 6:** Building introductory service costing Excel models for managers
- **Reflection & Review:** Connecting service costing fundamentals to cost control and value creation

Day 2: Activity-Based and Time-Driven Approaches

- **Topic 1:** Activity-Based Costing ABC in service environments
- **Topic 2:** Time-Driven Activity-Based Costing TDABC and time equations
- **Topic 3:** Comparing ABC and TDABC for advanced service costing strategies
- **Topic 4:** Value-added vs non-value-added activities in service cost modeling
- **Topic 5:** Case study: applying ABC systems in healthcare, IT, and consulting services
- **Topic 6:** Designing service costing strategies through ABC and TDABC frameworks
- **Reflection & Review:** Practical applications of ABC and TDABC for service cost optimization

Day 3: Cost Estimation and Modeling Techniques

- **Topic 1:** Service cost estimation techniques: traditional and modern approaches
- **Topic 2:** Regression analysis in cost estimation: simple and multiple regression
- **Topic 3:** High-low method and identifying cost behavior in service settings
- **Topic 4:** Applications of service cost estimation techniques in Excel-based models
- **Topic 5:** Standard Cost Model SCM for compliance and administrative burden measurement
- **Topic 6:** Case analysis: integrating estimation techniques with strategic service costing
- **Reflection & Review:** Aligning estimation and modeling with service costing strategies

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Day 4: Transfer Pricing, Decision-Making, and Cost Control

- **Topic 1:** Transfer pricing in services and inter-departmental cost allocation
- **Topic 2:** Make-or-buy and outsourcing decisions using service cost modeling
- **Topic 3:** Adding or dropping service lines: profitability and strategic considerations
- **Topic 4:** Special order pricing and custom service costing scenarios
- **Topic 5:** Replacing equipment and strategic capital investment decisions
- **Topic 6:** Cost control for service businesses through scorecards and KPIs
- **Reflection & Review:** Applying service costing insights to business decision-making

Day 5: Performance Measurement, Optimization, and Future Directions

- **Topic 1:** Cost-volume-profit analysis in service industries
- **Topic 2:** Breakeven analysis, target income, and margin of safety in services
- **Topic 3:** Flexible budgets and activity-based budgeting in service organizations
- **Topic 4:** Strategy, balanced scorecards, and performance measurement frameworks
- **Topic 5:** Cost optimization in services: integrating quality, time, and value creation
- **Topic 6:** Advanced integration: ERP, decision support systems, and AI-driven cost analytics
- **Reflection & Review:** Building a sustainable roadmap for service cost management and value

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No strict prerequisites are required, but a background in financial accounting, budgeting, or operations will help participants grasp advanced costing topics more effectively.

How long is each day's session, and is there a total number of hours required for the entire course?

Each session runs 4–5 hours daily with interactive activities. The total duration is approximately 25 instructional hours across five days.

What is the difference between ABC, TDABC, and SCM in service costing?

ABC focuses on activity-level allocation of costs, TDABC simplifies this by using time equations, while SCM measures administrative and compliance costs. Together, they provide a comprehensive view of service cost structures.

How This Course is Different from Other Service Costing Courses:

This program goes beyond traditional cost accounting by integrating ABC, TDABC, SCM, and advanced service cost estimation techniques into one structured learning journey. Unlike other courses, it emphasizes real-world application, including Excel-based service costing models, transfer pricing in services, and strategies for cost control for service businesses.

The course also draws on contemporary research such as the Cost Model for Services CMFS and the Standard Cost Model, ensuring participants gain exposure to cutting-edge methodologies. By focusing specifically on the service sector, it equips professionals with the ability to manage costs in dynamic, customer-driven environments, delivering actionable insights that create measurable business value.