Service Agreements

- What are they?
- What do they mean to you?
- What do they mean to the customer?
- Is the answer the same for all three questions?

- They should be!

A Service Agreement is;

1) A Revenue Stream ...
2) A Necessary Evil....
3) Insurance...
4) Mandated law...
Depending on one's particular perspective, all of these sentiments and more are and or can be true.

We believe that—Service Agreements done with Method, Purpose and Transparency will result in the answer to all three questions to be the same...

“A HIGHLY VALUED SERVICE”

**Best Practices:**

*Service Agreement Language & Documentation*

- 3- Words to Success,
  1. Sign
  2. Sign
  3. Sign

“No Good Deed Goes Unpunished!”

**Elements of an Agreement**

- **POLICY ITEMS**
  1. Quote / Offering
  2. P.O. / Invoices
  3. R.O. / Inspection / Load Bank / Fluid Samples
     - Recommendations etc...
  4. Terms and Conditions
Transactional Items
We make these items Treasured Documents
Make them the Gold Standard all others are compared to
Quotes & Invoices – Do they tell the tale? Does the customer get something other than a bill?
Work Orders, Change Orders, Inspection Documentation, Are they Clear? Concise? Professional?

Transactional Items
• Do all your Documents have their own Identity?
• Clean Documents complete with Header, footer, title, - can be used to assist.....
  1. Compliance
  2. Budgeting
  3. Service records
  4. VALUE!

Procedural Items
• Through transactional items, how many times are your customers touched or engaged?
• 0,1,2,3,4,5,6,?, We Strive for 3 touches per event
Where do your procedures lead you?
  1. Fate left to a procurement clerk?
  2. A/P Person in a remote city?
  3. Decision makers and gate keepers?
Per touches with customers with out being "creepy" how many initials, signatures and documents can you exchange?
Procedural Items

- Do you have a written process in place to conduct all levels of service, of continuing improvement?
  - Your competition does!
  - SDPI, example.....

Terms and Conditions: This power point has been created for the benefit of the DD group with in EGSA and is to be used for the sole purpose of its members for the collective benefit of all. It is not intended to be shared outside this group nor to be used against any one member with out the express written consent of Major League Baseball and David Walch, any broadcast or re-broadcast is only allowed with royalties to David Walch and Interstate Power Systems.

Generator Service is not easy.....

Nothing needs to be said
Sure we can do fuel samples!

Make sure you know what color the sky is in your customers world.
You may be surprised!

THANK YOU!