IQI
Installation Quality Initiative

Alarm Consulting Group

2019

Helping you stay the course

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In todays market, the prevalent question among conventional security providers is:

What differentiates us from everyone else?

Managing the customer experience from the first encounter to the very last

Its all about

Quality Control

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Quality Control Counts if:

- You are a independent alarm company/integrator……
- You are a dealer in a funding program……..
- You are looking at a company to purchase……..
- You are looking at a group of accounts to purchase……
- You are looking at a group of accounts to sell……

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Quality Control Counts if:

- ……you could be installing accounts like this……
- ……..you could be trying to funds accounts like this….
- ……..you could be buying accounts like this…..
- ……..you could be buying accounts like this……
- ……you could be trying to sell accounts like this……

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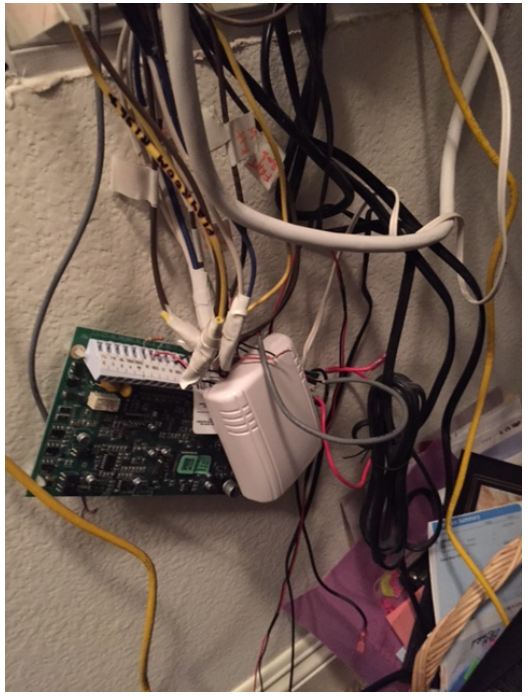
Panel on floor



Panel board, super switch hanging by alarm wiring

Transformer on GFI outlet

Transformer mounted on temporary power, laying on shelf

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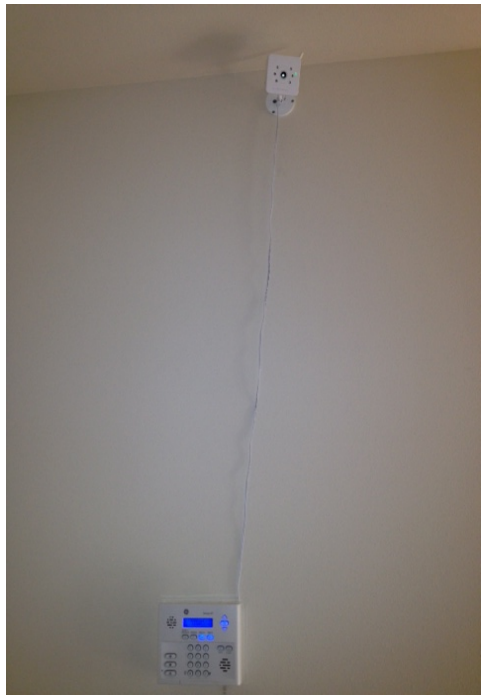
Wiring 101

Super switch hanging by alarm wiring

Exposed wiring



Exposed wiring

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If you are OK with the last two slides, no need to look any further….

Those are real examples of installs we've seen over the years.

Someone owns those accounts

Someone is servicing those accounts

Imagine these poor customers….

They PAID for this quality

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Due Diligence

As a buyer:

- We can help you evaluate what you are purchasing by conducting random field inspections of accounts

As a seller:

- We can help you report on the accounts you are selling by assisting you in preparation of service related reports and conducting random field inspections of accounts

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A Good Quality Control Program Means……..

A properly installed and programmed security system resulting in

- ✓ Fewer False Alarms
- ✓ Fewer Service Calls
- ✓ Lower Attrition
- ✓ Reduced Company Liability

WHICH WILL PROMOTE

- ❖ Enhanced Customer Loyalty
- ❖ Efficiency
- ❖ Positive Company Reviews

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“Inspect what you Expect”

ALARM CONSULTING GROUP IS UNIQUELY QUALIFIED TO PROVIDE THE OPERATIONAL EXPERTISE TO INSURE THAT YOUR INSTALLATIONS AND SERVICE MEET THE HIGHEST INSTALLATION STANDARDS THAT YOU HAVE SET FOR YOUR ORGANIZATION BY PROVIDING:

- A picture of how well your standards are being followed
- A snapshot of the quality and standards you are providing compared to Industry best practices & standards
- Customer satisfaction by recognizing your commitment to Quality service AFTER installation
- A proactive and reactive approach that may reveal issues that could affect satisfaction and retention

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Here is how it works….

If you want to evaluate and increase your quality standards:

- Installation Standards
  - Provide a copy of your current standards or, we can assist in development
- Approved Panel Types / Equipment
  - Provide a list of approved panels and equipment
- Customer List
  - We will provide you a template of required information
  - Monthly, you will provide an updated list of at newly installed customers

If you are a buyer or seller looking for evaluation of accounts:

- We will review the list of accounts provided for the sale/acquisition.
- We will randomly select accounts to be scheduled for inspection
- We will work with the seller to coordinate these inspections
- Reports will be available to both parties (buyer and seller)

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QC Inspection Process

- Customers are called and inspections are schedule (this process varies depending on the purpose of the inspections)
- Conduct customer site visits to inspect and evaluate quality of the installation
- Each inspection will be scored using a point system
  - Each inspection will be categorized (Excellent, Good, Needs Improvement, Fail)
  - Any inspection that requires a service call for corrective actions will be noted and sent to you for scheduling
  - ACG will provide detailed reports for your review

We will share the results with all applicable parties as requested/required

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Sample Reports

Please note that the following pages are examples of the type of reporting and metrics you can expect. They are not all inclusive and do not represent actual customers.

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Customer Sheet

Customer_Number	Cust First Name	Cust Last Name	Site_Address_1	Site_City	Site_State_Abbreviation	Site_Postal_Code	Site_Phone_1	Customer_Since	Month / Year	Installing Co	Installer	QC Completion Date	QC MM/YY	SCORE
31640227	Tobie	Holdridge	113 El Capitan	Atlanta	GA	30047	(770) 695-5658	1/1/2012	January 12	We Be Alarms	Ben Dover	1/28/2012	January 12	14
31640228	Tien	Armes	1780 Apple Drive	Atlanta	GA	30047	(770) 695-5659	8/1/2012	August 12	Davis Contracting	Ralph Davis	11/12/2012	November 12	14
31640229	Gaston	Mckell	7266 Loma Verde Way	Atlanta	GA	30047	(770) 695-5660	8/6/2012	August 12	Acualarm	Fred Smith	10/30/2012	October 12	14
31640230	Lona	Nery	1630 Baines Avenue	Tampa	FL	33619	(770) 695-5661	8/8/2012	August 12	American Service Co	Salley Smith	12/1/2012	December 12	12
31640230	Lasandra	Salyers	1630 Baines Avenue	Tampa	FL	33619	(770) 695-5662	6/8/2012	June 12	AC Contracting	Brent Jones	6/30/2012	June 12	12
31640230	Veola	Battles	1630 Baines Avenue	Philadelphia	PA	19119	(770) 695-5663	5/8/2012	May 12	Martin Co	Dan Martin	6/1/2012	June 12	13
31640231	Jenee	Hopson	5410 Pomegranate Avenue	Philadelphia	PA	19119	(770) 695-5664	8/8/2012	August 12	Allsecure	Eric Smith	12/18/2012	December 12	13
31640232	Ashleigh	Gunder	7508 Center Parkway	Philadelphia	PA	19119	(770) 695-5665	8/8/2012	August 12	Beer Co	Bud Wiser	10/15/2012	October 12	12
31640236	Lucina	Reisinger	4407 Mykonos Way	Charlotte	NC	28202	(770) 695-5666	8/20/2012	August 12	Crown Co	Kurt Reserve	11/5/2012	November 12	14

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Data Export

Average of SCORE	Column Labels							
Row Labels	**January 12**	**April 12**	**June 12**	**July 12**	**October 12**	**November 12**	**December 12**	**Grand Total**
ABC Security						12		12
Acualarm					12			12
Allsecure							12	12
American Service Co							13	13
Beer Co					12			12
Creative Security					12			12
Crown Co						12		12
Davis Contracting						12		12
AC Contracting			11	13				12
Martin Co			12					12
We Be Alarms	11							11
Youralarmco		10						10
Grand Total	**11**	**10**	**11**	**13**	**12**	**12**	**12**	**12**

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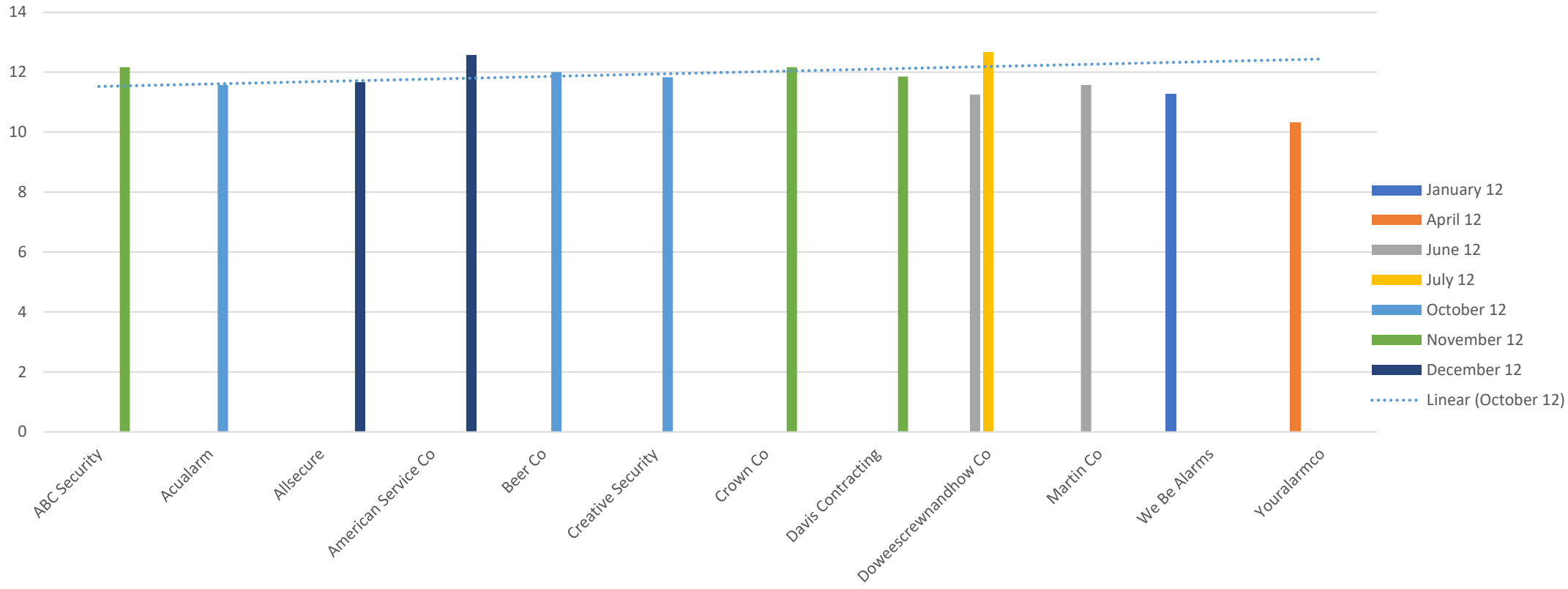
QC Averages by Installing Company



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We can Help

Give us a call us at 561-707-0166

www.alarmconsultinggroup.com

We will help you evaluate where you are and the best route to get to where you want/need to be and will customize the program to your specific wants and needs

Thank you

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