

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 “

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Best Practices:
Service Agreement Language & Documentation


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

“No Good Deed Goes Unpunished!”

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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

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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?

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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 !

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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?

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Procedural Items



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

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Generator Service is not easy.....



 Nothing needs to be said 



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