

July 31, 2018

Exceeding Expectations, Part III

The [TEGG Key Strategic Essentials](#) were established to help every TEGG franchise grow their business. We aim to illustrate how each essential can help you do that through implementation of the TEGG system. In this month's feature, we will spotlight *Drive Process: Operational Absolutes and Disciplined Project Review Processes* to help you succeed in **Exceeding Expectations**.

Operational Excellence – Exceeding Expectations*Drive Process: Operational Absolutes and Disciplined Project Review Processes*

As a TEGG franchise, it's important to ensure you follow the process provided by ABM Franchising Group to provide quality service to your clients. But with hundreds of steps and components, it's easy to lose track of what must be done to ensure your franchise exceeds clients' expectations.

That's where TEGG's [Operations COMs](#) and [TEGGPro COM](#) come into play. These COMS provide a roadmap for which items must be handled to run a successful TEGG franchise.

[Section 3](#) of the COM Library, which details Operations, offers guides to handle 19 imperative topics, ranging from [Maintenance Agreement Start-Up Checklists](#), [Electrical Systems Analysis](#), [Maintenance Agreement Annual Escalations](#) and other sales topics, to [Spend Plans](#), [Customer Assurance Review and Evaluation \(C.A.R.E.\)](#), and the [TEGG Safety Program and Requirements](#). Each Operations COM offers helpful descriptions of each topic, the appropriate documents and other points essential to each task.

[Section 8](#) of the COM Library, which covers TEGGPro, provides more than 20 COMs dictating the proper usage of TEGG's proprietary software, which will guide your team through the entire sales and tasking process. This section outlines everything from the required [Activities and Schedules](#), and the [Document Library](#), to proper [Maintenance Management](#) and working with the clients during the [Renewal Process](#). It's also imperative to review [COM 8, Title 8: TEGGPro Remote for Technicians](#), which extensively outlines the duties and processes for technicians while on site with clients.

These COMS have been carefully crafted to provide our franchises with information that may help them become or continue to be successful, while assuring their clients are fully satisfied.

It's important to remain disciplined and follow Project Review Processes laid out throughout the Operations and TEGGPro COMs. The COMs provide step-by-step guides on the process of managing projects, from introducing TEGG to the C.A.R.E. program.

The goal is to make sure we are providing you with a process to not only satisfy your clients' needs, but to also successfully manage and operate your TEGG franchise. The tools are available – it's up to you to make sure you use them to be successful.



Mark Newsome
President