

March 30, 2018

Best In Class, Part II

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 *Best In Class Systems and Processes* to help you become **Best In Class**.

All Master TEGG Processes – Best In Class Systems and Processes

The Systems and Processes provide proven processes for Management, Operations, Sales, Business Systems and Software and Personnel Development. It's imperative to follow the Systems and Processes to keep your franchise running smoothly and successfully and include:

Management Systems and Processes require a series of meetings, including:

- Hosting Management Plan and Review (PAR) Meetings to establish team ownership of success. These weekly meetings give you a snapshot of how things are going with your team including all managers, and where to make adjustments.
- Hosting Monthly Sales Meetings with your sales team to assess their progress for quarterly and yearly goals, and Quarterly Breakfast Meetings with your entire team are also helpful to address how your business is functioning as a whole. Both provide time to address issues, and recognize good performances.

Sales Systems and Processes require monitoring and planning to ensure goals are met, including:

- Meet to set sales targets for each of your representatives, to help them aim to achieve Diamond Award status.
- Work with your sales team to set Personal Annual Business Plans, then create a Training & Development Plan to help reach them.
- Make plans to become Masters of the Sales Cycle, by setting an action plan, analyzing the cost of operations, hosting verification meetings and using sustainable preventive maintenance and energy benchmarking.

Operations Systems and Processes ensure your clients receive best-in-class service, and include:

- Hold regular reviews of the Start-Up Process for Agreements and Projects to ensure work is handled timely.
- Encourage your team to take ownership of agreements to ensure clients receive the best service.
- Hold weekly PAR meetings to review backlogs, gross profits, labor scheduling, personnel, and action items.

Business Systems and Software Systems and Processes are essential to keep your business' finances running smoothly, efficiently and profitably, and include:

- Hosting Accounting Manager and Accounting Specialist meetings to address the functions of the accounting department, cash flow and management issues, labor costs and payroll, and other topics.
- Encourage discussions of your business' hardware, software and technology that could improve its operations.

Personnel Development is essential to make sure your team stays ahead of the curve and includes:

- Hold regular performance reviews to make sure everyone meets their goals and objectives.
Develop a training plan for individuals to keep their skillset sharp, and grow professionally, and establish a culture to encourage growth opportunities and overcome roadblocks.

By following the Systems and Processes, you have the proven processes and tools to keep you on track to achieving success.



Mark Newsome
President