

QSC Update



June 2019

All New QSC Update Format Coming Soon!

QSC is undergoing a lot of very positive changes. Products, services and member offerings are being reviewed for effectiveness and relevance, programs and events are being enhanced, and all of our communications are being evaluated to make sure we are sharing timely and pertinent information.

One new change will be seen in this issue. The QSC Quick Read is now part of this publication – cutting down on the number of emails that you receive. Thank you Milwaukee Tool for sponsoring QSC Quick Read and for your consistent support.

Stay tuned for a more content-driven publication, information from your peers, the enhancement of existing current member benefits, and the addition of suggestions and ideas submitted by you.

If you would like to ask questions, make suggestions for changes, and/or provide updates or education topics that you would like to see included in the future, please send me your thoughts at chic@naphcc.org, by Friday, May 31. I'll be happy to hear from you!

All my best,

Dave Chic



Win Giftcards, Free Airfare and Hotel Accommodations for Power Meeting 2020 in San Diego, CA

Submit a qualified new member lead and become eligible to WIN! A qualified prospect is someone who is a current PHCC member and NOT a current QSC member and someone who you think would benefit from the resources that QSC has to offer.

For each qualified submission you will be entered into a monthly gift card give-away drawing. Participating QSC members will also be entered into our Grand Prize drawing if their referred prospects join QSC as a new member. The grand prize winner receives one free coach airline (\$500.00 maximum) ticket and one free hotel room for three nights during [Power Meeting 2020](#) in beautiful San Diego. Simply send us the [information below](#) between now and Thursday, September 3, 2019.

Let us know the following:

- Prospective New QSC Member's Name
- Company

- Address
- City, State, Zip
- Email Address
- Phone Number
- Referring Member's Name
- Referring Member's Company

[Power Meeting 2020](#), QSC's pinnacle annual event, will be a not-to-miss education, networking and resource-building opportunity for you and your team members. The Westin San Diego will host our group. Located in the heart of downtown, this beautiful property is just a short walk or trolley ride from shopping, landmarks, Little Italy, the Gas Lamp Quarter, the San Diego Zoo and the many sites that this popular destination has to offer.

Monthly prize winners will be notified the last day of each month and the grand prize will be given away at [CONNECT 2019](#) in Service Contractors Central on Thursday, September 3 during Service Contractors Happy Hour. You must be present to win so we'll see you there!

Questions? Let us answer them for you. You may contact Dave Chic or Dawn Dalton at 800-533-7694.



[Behind-the-Scenes Tour of the Indiana University Natatorium Offered During QSC at CONNECT 2019](#)

October 1 – 4 will be here before we know it so make sure you have your calendar marked for [QSC at CONNECT 2019](#) to take advantage of this special tour and other QSC opportunities.

The IU Natatorium was completed in 1982. This premier competition pool has been recognized as one of the fastest pools in the world with world and American records set by athletes from many countries.

Located on the campus of Indiana University Purdue University at Indianapolis (IUPUI), this facility has been host to numerous swim events including the 1982 National Sports Festival, the 1987 Pan American Games, the 2001 World Police and Fire Games, NCAA Championships, USA Swimming National Championships, and the BIG Ten Championships. IUPUI also hosted one of USA Swimming's most elite competitions, the ConocoPhillips National Championships.

As part of the agreement for being selected to host the 2016 USA Diving Olympic Trials, the Natatorium underwent roughly \$18 million in renovation and repairs. The project included a new roof and improved climate control. According to a local television station "the venue cost \$21 million to build in 1982 and would cost nearly \$75 million to replace."

And...

Additional activities like Indy car simulation racing, a scavenger hunt, enhanced communications education sessions, and fabulous networking and prize give aways in Service Contractors Central – Powered by QSC will also be part of this year's program agenda. Join other QSC members and prospects during this event for a beneficial few days in the "Crossroads of America."

Thank you to our QSC at CONNECT 2019 Sponsors:



Maryland QSC Service Excellence Performance Group Meeting a Huge Success

Business Coach [Les Hanks](#) led an interactive and thought-provoking two-day meeting with Performance Group participants April 24 and 25 in Frederick, MD. A few of the topics for discussion included management of bottom line results, how to get employees more invested in the company, what tasks do you delegate (and which ones don't you?), and how to eliminate dispatcher drama.

A tour of Reed and Son Services in Mount Airy, MD was also part of the program. Thank you, sponsor Patrick Reed, for your support of this successful event!



San Diego PHCC Annual Convention

On May 4, 2019 Beth Dobkin, Director of Coaching Services, had the privilege of representing QSC at the San Diego PHCC Expo. Service contractors throughout the county flocked to this event looking for inspiration, resources and education to make their businesses more attractive to their clients. More than 1400 people walked through the doors with the intention of staying one step ahead of their competition. They were greeted by 75 industry partners, food trucks, entertainment and more.

San Diego PHCCA welcomed other local PHCCA chapters to experience the excitement and encourage business strategies for their future events as well. Through this venue, QSC was able to connect with San Diego PHCCA, Los Angeles PHCCA and Orange County PHCCA to promote education and additional resources for their members.



Because of this relationship, QSC has been given the opportunity to provide multiple classes and opportunities to their members, expanding our reach to the industry we support.



How Culture Saved Our Company After Nearly Killing It

Company culture can be described more simply as the company personality. The company personality is the result of the work environment, values, goals and expectations, as understood by employees. Unfortunately, companies often undervalue actually defining their culture and communicating it clearly to employees. Instead, businesses rely on phrases like “relaxed culture” as the company personality. This is dangerous as the competition for attracting and retaining the best employees has never been greater. The linked article is fascinating because it describes the identification of cultural mistakes this company was making and the necessary changes made to fix it. The lesson is all of us should be looking at our company culture and asking this tough question. Is my culture defined, vibrant and sustainable, or is it killing us?

[Click here to read more](#)

5 Business Skills You Really Have to Learn

Answer this question in your head immediately without thinking too much or jumping ahead to the article linked. What business skills must I have in today’s environment to succeed? It should be obvious to most contractors that being a great technician does not necessarily translate to being a great business owner and leader. With the onslaught of new technologies, it may seem that your success lies in becoming adept at using administrative software systems, being up to date on the latest smart phone changes and understanding the nuances of pay per click advertising, but that would be wrong. The linked article accurately describes what may in fact be the 5 most important business skills for today’s entrepreneur to possess. If you see yourself as weak in any of these 5 skills, there is no time like the present to begin cultivating a new you that is better equipped to succeed.

[Click here to read more](#)



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For more information contact: Ronald.Shanaver@Milwaukeetool.com, 262-749-0415

Upcoming Education

June 18-19, 2019

[Service Manager Training](#)

PHCC of California - GSA Training Facility
1820 Tribute Rd Ste A
Sacramento, CA

July 17-18, 2019

[Front Line Service Training](#)

PHCC of California - GSA Training Facility
1820 Tribute Rd Ste A
Sacramento, CA

September 17, 2019

[The True Cost of Running a Business](#)

Ace Plumbing Heating and Electrical Supplies, Inc.
667 South Delsea Drive
Vineland, NJ

September 18-19, 2019

[Front Line Service Training - Instructor](#)

Ace Plumbing Heating and Electrical Supplies, Inc.
667 South Delsea Drive
Vineland, NJ

October 23, 2019

[Recruit and Retention](#)

Location: TBA by New Jersey PHCC

October 24, 2019

[Peak Financial Performance](#)

Location: TBA by New Jersey PHCC

For additional information [click here](#).

Happy Birthday To You!

We would like to wish the following QSC members a very happy birthday!

Dawn Dalton – June 1

Greg Brenneman – June 5

Greg Johns – June 6

Deidra McElroy – June 7

Dave Adelman – June 22

Ken Howes – June 22

Bill Kinnard – June 23

Jeff Kuhn – June 24

Thomas Barbour – June 24

Contact Your QSC Team

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