



Greetings from Your Chairman

Hello all. My family and I send our best wishes to each of you during this trying time. Here's to brighter days ahead!

I have, over these last few weeks, been very pleased to see the sharing of information, resources and ideas on the Q List, on the [PHCC COVID-19 Resource Center](#) and on all of the webinars that have been held.

It is heart-warming to see the sympathy, empathy and the caring that has been shared. Our industry is lucky to have all of you in it – you are each truly professionals in every sense of the word.

Since our last Update, COVID-19 aside, a lot has been going on with QSC. Your board, our QSC Business Coaches and QSC staff members have been working hard to keep our initiatives moving forward. We successfully completed a challenged but beneficial Power Meeting, we have updated the resources that promote the benefits of QSC and we have seen an increased interest in coaching from PHCC members who recognize the value that QSC coaching provides.

Looking forward, QSC is planning for increased interaction opportunities with each of you via new chapter relations initiatives, additional resources and expanded directives. Stay tuned for these value-added enhancements.

Stay well and safe and take care.

All my best,
Jeff Heger, QSC Chair



COVID-19: What Now?

by Mark Valentini, Director, Legislative Affairs

Roughly two weeks after President Trump signed the CARES Act into law to inject \$2.3 trillion into the U.S. economy to keep it afloat, the \$350 billion allocated for small business assistance is expected to dry up by the end of the week. As of close-of-business Wednesday, 1.52 million small businesses were approved for \$324 billion in loans.

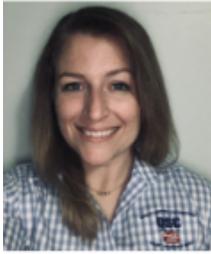
Currently, the next round of COVID-19 response legislation is in its infancy regarding a further \$250 billion stimulus for small businesses. The legislation would either serve as a supplement to the CARES Act, or it would be part of a more comprehensive "Phase 4" bill. [READ MORE](#)

New QSC Board of Trustees Members Elected!

New QSC Board of Trustees members were elected during Power Meeting 2020 in San Diego, replacing former members Susan Frew and Deidra McElroy. Thank you, Susan and Deidra, for your service.

Joining the QSC Board are Skylar Halpin and Karen Hill. Stacey Harp, who ran unopposed, retained her board seat. Remaining members are Jeff Heger, Doug Isley, Dan Callies, Jeff Longspaugh.

Skylar (*pictured left*) is with Halpin Plumbing, a family-owned business that works in residential and commercial plumbing; they have been in business for over 60 years and members of QSC for 10 years. She is proud to have received her Master Plumbers' license in 2017 and she is looking forward to working with QSC members to "create something that can be implemented and enjoyed by all who use it."



Karen (pictured right) and her husband, Daniel, own HM Plumbing, providing service and repair for multi-family, commercial, industrial and residential properties. They are very active in their local (PHCCGA) chapter and are proponents of safety, education and professionalism within the industry. Karen anticipates great benefit in being part of the QSC board as she will apply her skill sets of organization and program execution to stimulate the growth of QSC and the education of its members.



Power Meeting 2020 Highlights

Power Meeting 2020 proved to be one of the most memorable ever – unfortunately for not the best of reasons. However, attendees remained focused on both their businesses and the event, making the most of their time with QSC peers and colleagues.

The education portions of the program were strong and featured a “fewer but longer” format that probably will change in the future. Keynote speaker, Connie Podesta, kicked off the education portion of Power Meeting with a fun-filled session that literally brought attendees to their feet. QSC Business Coaches, Franc Exley and Les Hanks, led open discussions about the commercial market, and HVAC and plumbing topics. Dr. Mike Hennelly provided leadership information, Eddie Hill shared digital marketing strategies and Andy Wilson covered hiring, retaining and firing tips.

This year’s Industry Partner Showcase provided exhibitors with the opportunity to network in a new and different way as they each took part in QSC’s first ever Power Meeting Match Game. This gave them the forum for sharing company information, updates, achievements and a few personal tidbits as well.

The Hodes Challenge Air for Kids and Friends event was also part of the event’s busy agenda. As always funds were raised for this charity and all enjoyed the Mexican Fiesta themed reception. John Zink, PHCC Educational Foundation, was also present to recruit funding for Your Future Annual Giving Campaign. Twenty six donors contributed and with matching funds from InSinkErator, Ferguson, Scorpion and A.O. Smith, this resulted in a total contribution of \$12,105.



Podesta clowning around with QSC Director of Education Beth Dobkin and delivering her presentation “Life Would be Easy if it Weren’t for Other People.” A good time was truly had by all!

Sarasota Here We Come!

The sunshine state beckoned and QSC made a great selection for Power Meeting 2021...Sarasota, Florida. So set your sites on another game-changing Power Meeting and the opportunity to make your best even better through education, networking and the expansion of your resources.

Scheduled for March 17-19, 2021, at the beautiful Hyatt Regency Sarasota, the hotel will offer a “come early and stay late” pre-and-post hotel room rate of \$199. This is based on availability so early bookings are a good idea! Check out these videos of the [hotel](#) and [Sarasota!](#)

Grandy & Associates’ Profit University Audio Series

Thanks to A.O. Smith, every QSC member has full access to [Grandy & Associates’ Profit University Audio Series](#).

Once a program is accessed, it may be downloaded to the member’s personal computer, with a click of a button, and/or loaded onto a CD, iPod or even listened to on their smart phone.

Each month features a different business topic by a different national speaker. There is a wealth of information available on every conceivable topic as QSC members have over 275 presentations right at their fingertips! Contractors across the country are paying \$24.95/month (\$299.40/year) to receive this series. However, thanks to A.O. Smith, QSC Members have free access. Next time you talk to an A.O. Smith representative thank them for providing this fantastic member benefit!

Questions? Contact Dawn Dalton at QSC, dalton@naphcc.org or via 800-533-7694.



by QSC Business Coach, Les Hanks

Not All Clients Are Good for Business. Here's How to Find the Ones Who Are.

How often do we pick up the phone to talk to a prospective client and out of their mouths comes that first question, "how much is this going to cost?" We may sigh, roll our eyes and even get defensive but how many of those customers do we end up servicing and regretting later?

Too many of us allow ourselves to bring in the wrong types of customers because we are taught that it is our job to bring in sales. However, our real job is building long-term relationships with our IDEAL customers.

Keep in mind that the wrong customers are cheap, they tend to complain the most and they often take up too much of your time. Not all clients are good for business. Here's how to find the ones who are.

Click [here](#) for information on how to you can focus more intently on finding clients who are good for you and your business.

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The Benefits of Being Part of a QSC Visionary Performance Group

What is a Visionary Performance Group?

A Visionary Performance Group is a group of business owners who meet regularly (a minimum of two times per year for 2 days at a time) to share operational and planning ideas, and to act as a "board of directors" for each of its members. These visionaries have a desire to improve their businesses by setting specific goals, managing their financials, reviewing and updating processes and using industry and group benchmarks for steady and constant reinvention and proactive accountability. This group is designed to keep participants focused and provide additional accountability to keep them committed to their visions.

A Visionary Performance Group Can Provide You:

1. A clearer understanding of the role and responsibilities of the business owner
2. Access to your own seasoned "board of trustees"
3. An opportunity to learn from the experience and skills of others who have grown their businesses
4. Better understanding of accountability from peers regarding implementation of agreed upon actionable tasks
5. A network of like-minded people
6. Business development and strategic planning ideas
7. Money and time saving tips and suggestions
8. Education on industry standards, new technology and its use in the business

9. A valuable support network and shared comradery
10. The sharing of best practices
11. The perspective of other business owners (sometimes devil's advocate, other times supportive)
12. Motivation to implement changes

Interested in Finding Out More?

Please contact Dave Chic, QSC Program Director at chic@naphcc.org or via 800-533-7644 today for additional information and details!

Happy Anniversary!

Thank you **Modern Plumbing Industries** for being a QSC Member for the past 10 years!

Your QSC Team

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