



## VISUAL PRODUCTS

### Customer Service & Project Management Communication & Follow-up Are the Keys to Success

VPC Project Managers continually interact with the customer and installation sub-contractors at each milestone in the process. Ensuring that information is flowing and current between the Project Manager, the customer and our sub-contractors is the cornerstone of a successful project.

**In a typical scenario with no permit issues and standard product the process should take 8-10 weeks. Primary milestones:**

- Request for survey received from the customer
- Site assigned to Project Manager
- PM makes Initial call to customer to introduce themselves, acknowledge receipt of the survey request and review the scope of work to ensure clear understanding
- PM assigns survey to sub-contractor, and makes initial call to review scope of work, documentation, & requirements
- PM reviews completed survey package and code information and then develops site specific recommendations based on that information
- PM develops recommendation / quote package, and submits to customer
- PM makes follow-up call to customer to review and discuss recommendation / quote package – revisions made if necessary based on that call
- Order received
- PM assigns installation sub-contractor and issues a Field service Purchase Order
- PM contacts installation sub-contractor to review scope of work, discuss permit application procedure and identify any site specific documentation / engineering requirements
- PM makes follow-up calls to sub-contractor to monitor permit status
- PM makes follow-up calls to customer to advise status of permit process progress
- Product released upon acknowledgement of permit approval
- PM monitors and report status of shipment to customer and sub-contractor
- PM coordinates installation of package with sub-contractor
- PM obtains, assembles and reviews completion documentation to ensure that everything is installed correctly and that customer has signed completion form
- PM makes follow-up call to customer to ensure satisfactory work completion & to review future service procedures