

Make Your Profits Soar



marketing training
networking sharing



Quality Service Contractors

The premiere trade association for plumbing, heating and cooling service and repair professionals, leading the industry by providing quality products, programs, services and opportunities essential to the success of our members.

Code of Ethics

The Quality Service Contractors (QSC) exists to lead the industry by providing quality products, programs, services and opportunities essential to the success of our members. To accomplish these goals, the following Code of Ethics has been established. All members of QSC agree to adhere to them as an expression of their principles of proper conduct in the pursuit of business. These principles shall extend to the public, our fellow contractors, our employees, and the organization.

OBLIGATION OF THE QSC CONTRACTOR

- ▶ Will provide the plumbing, heating, cooling and electrical services of our industry to the fullest extent of my ability.
- ▶ Will protect the environment as well as the health, safety and comfort of the public and my clients.

OBLIGATION TO THE PUBLIC

- ▶ Will conduct my individual operations according to the highest professional standards.
- ▶ Will faithfully fulfill all contracts.
- ▶ Will provide the best possible client service at a fair price.
- ▶ Will develop, through continual study, the highest degree of knowledge of our industry.

OBLIGATION TO OUR FELLOW MEMBERS

- ▶ Will encourage the free exchange of ideas.
- ▶ Will meet with fellow members and promote all the precepts of this code.
- ▶ Will present a broad and favorable image of the industry across our nation.
- ▶ Will promote equal treatment of all plumbing, hvac and electrical contractor members.
- ▶ Will oppose any discriminatory practices against any of our members.
- ▶ Will not engage in recruiting employees from fellow QSC members.

OBLIGATION TO OUR EMPLOYEES

- ▶ Will provide opportunities for training, employment, career advancement and economic security in a progressive manner to all those who apply themselves.
- ▶ Will provide an environment that promotes integrity, honesty, and teamwork.
- ▶ Will provide an open door policy to encourage input that will better our company.
- ▶ Will provide proper tools, uniforms, etc. to present a favorable image in the community of both our company and QSC.
- ▶ Will provide a complete understanding to all employees what it means to be a QSC member.

OBLIGATION TO OUR ORGANIZATION

- ▶ Will promote the spirit of this code and the objectives of our industry by increasing participation in QSC and the PHCC-National Association.
- ▶ Will establish and maintain the highest level of mutual respect and goodwill with all segments of the industry.

"I feel very strongly that QSC is the most powerful tool anyone can utilize, if one puts his or her mind and heart into it. I will continue to do my best in helping other members and welcoming the newer members with open arms, as you have done for me. Thank you so much for lifting my spirits, my mind and my future, and opening our eyes to what so many have been blind to. Keep up the great work!"

– Harry T. Seeto, Maxwell
Plumbing Mechanical Corp.
Elmhurst, NY

Who is QSC?

Established in 1994, QSC functions as a non-profit, self-supporting business unit of the Plumbing-Heating-Cooling Contractors — National Association.

Our aim from the very start has been to help you network, increase your profits, improve customer service, enhance your business image, position yourself for the future and be prepared for tomorrow's business challenges.

Welcome to Quality Service Contractors. The Place for P-H-C Service and Repair Professionals to Bring Out Their Best.

*If you're new to the p-h-c industry and need to network
with others like yourself...*

*If you're an established pro who wants to stay
on top of the latest trends...*

If you're looking to build your business at any stage...

You'll want to know about QSC, the leading international professional association serving an elite group of plumbing, heating and cooling contractors.



These days, competition in the plumbing-heating-cooling service and repair industry demands that you stay at the head of the pack. That's why QSC is here for you. When you become a QSC member, you'll benefit from business management and marketing services and state-of-the art training to enhance your professional image and enable you to better serve the needs of your customers. We'll help you bring out your best.

OUR MISSION IS EXCELLENCE

To provide the Quality Service Contractor with training, technology and professional development, resulting in superior client service and satisfaction.

www.qsc-phcc.org

"I find that through QSC, if there is an issue I am confronting, my fellow members will help me solve it. QSC is the organization that enabled me to better myself and my company."

– Roger Peugeot,
Roger The Plumber
Overland Park, KS

"As a new QSC member, I must say that the ability to do this type of networking with so many other contractors is priceless, and worth many, many, many times the cost of membership."

– Ed Kaye,
Sobieski Services
Wilmington, DE

QSC Helps You Build Your Business Through Marketing, Training, Networking and Sharing.



Our members share a sense of mission to improve their standards, skills and profits. Our premium level of membership entitles you to helpful tools like *The Advisor* newsletter, *Toolbox Talks*, *Q-List (list serve)*, tape/CD of the month, and many other services. All of the benefits listed here are included in the QSC membership dues investment, and most are available to members at our resource-filled web site, qsc-phcc.org.

When You Think "Learning" Do You Think "Success?"

We do. QSC's unique educational programs—most of them available nowhere else—will guide you every step of the way to help you run a productive and profitable business. *Need guidance about pricing your services, training employees, managing your finances or marketing effectively on a budget?* Our **CONFERENCES AND SEMINARS** frequently address these crucial topics.

Sometimes You Need To Get Away To Get the Answers You Need

We sponsor twice-yearly **POWER MEETINGS** that will expose you to unprecedented networking opportunities as you meet and speak with proven leaders who will share their knowledge and expertise with you. Recent **POWER MEETINGS** took place in San Diego, New Orleans, Kansas City, Orlando, Baltimore and Houston.



To show a new employee the ropes...or enhance a current employee's knowledge of industry trends, bring one of our state-of-the-art in-house training programs to your office or directly to their desk with the QSC Webinar Series. With QSC, you will always have access to the newest technology and methods for everything you do. **PLUMBING AND HVAC "FAST TRAC" TRAINING PROGRAMS, CARBON MONOXIDE TRAINING CLASSES, CLIENT RELATIONS TRAINING CLASSES** are just a few of the valuable programs we offer. At our Web site, our Industry Partners present solutions to common equipment complaints, as well as introductions to new products.

Members log on to qsc-phcc.org for online training, to order QSC products, to join the QSC Discussion List "Q-List," a conversation that is conducted online via e-mail, and much more!



"I should have joined a long time ago... The people are friendly and helpful. Looking forward to a long relationship."

– Randy McGee,
McGee Plumbing & Mech.
Pineville, LA

"I am looking forward to many years of sharing our ideas and working together as a team to make our industry the best it can be."

– Joe Brancato,
Burlington Plumbing
Billerica, MA

Need a Better Game Plan? Ask the Coach

Give your business a tune-up; improve management and support. **QSC BUSINESS MANAGEMENT COACHING** gives you all the benefits of having your own personal coach—an experienced industry professional—to give you recommendations and ongoing follow-up.

Sometimes you'll just need a refresher from a comprehensive answer book. The **QSC BUSINESS OPERATIONS MANUAL** is a play-by-play reference—including business forms, photos, diagrams, and more—for every need you'll have as a p-h-c professional.

QSC OFFERS A PROFITABLE CONSUMER FINANCING PROGRAM

It's a credit card for your clients! Earn one percent on every sale, rather than pay the bank two percent or more. *That's three percent or more in your pocket.*

AUDIOTAPES, CD-ROMS, BOOKS AND VIDEOTAPES

Required reading for our industry is available to borrow from our lending library (member to member). Miss a Power Meeting? You'll find the highlights recorded on video.

With Such a Strong Support Network You Can Only Win

Our aim from the very start has been to help you network, increase your profits, improve client service, enhance your business image, position yourself for the future and be prepared for tomorrow's business challenges. The tools we provide to help you succeed are too numerous to list here, but we can still show you just a few more reasons why you should join the "Nation's Best..."



Members log on to qsc-phcc.org for discounted books and videos; Employment Opportunities and live on-line seminars!



"Membership has its rewards by being involved. Life is too short not to take advantage of these opportunities."

– Elmer Stutzman

Goshen Plumbing & Heating, Inc.

Goshen, IN

"[A QSC Program] quite often impacts the lives of our employees, their families, and the community that we service through our clients. What an impact!"

– Patty Frank,

Milton Frank Plumbing

Spring, TX

10 Great Reasons You Should Join QSC, the Nation's Best



▶ WE'RE HERE TO SERVE YOU.

QSC enhances the plumbing-heating-cooling industry by delivering quality service through timely and responsive state-of-the-art education and training programs, products and services.



▶ WE'RE INVITING.

QSC invites participation by all contractors, consolidators and industry associates.



▶ WE'RE DEMOCRATIC.

QSC invites everyone to join, regardless of size, financial strength or location.



▶ WE'RE FLEXIBLE.

QSC offers you multiple annual membership investment options to meet your needs.



▶ WE'RE NEEDS-SPECIFIC.

QSC targets your investment only to those programs, products and services you choose.



▶ WE'RE THRIFTY.

QSC offers you more "bang for your buck" by vigorously minimizing overhead costs.



▶ WE'RE FAIR.

QSC invites interested contractors to attend any of its semi-annual Power Meetings at no obligation.



▶ WE'RE GENEROUS.

QSC offers a 100% money back guarantee.



▶ WE'RE OPEN.

QSC has an open door policy—we welcome you to attend any of our Board of Trustees and Committee meetings.



▶ WE'RE COUNTING ON YOU.

QSC encourages you to fill leadership roles in QSC and other professional groups to best serve the industry at large.

At QSC, it's all about LEARNING. SHARING. GROWING.



www.qsc-phcc.org



QUALITY SERVICE CONTRACTORS

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LET QSC ENSURE A
QUALITY,
ETHICAL
AND
PROFESSIONAL
IMAGE FOR YOUR COMPANY

There's no question about it. The public wants reputable crafted and completed home and business service repair work. And our industry needs a responsive, professional association to represent its members' interests. That's where QSC can help you.

Ongoing competitive growth in the plumbing-heating-cooling service and repair industry demands that those thinking about a career in the field differentiate themselves quickly and effectively. When you consider the impact of industry consolidation, the rise of do-it-yourselfers, the growing shortage of skilled personnel and lack of available training—you can see how important it is for industry professionals like you to position yourself for success.

If you work as a contractor or are affiliated with the plumbing, heating and cooling professions, we invite you to join us now. Please see the enclosed inserts for more details.



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