

Get to Know Us!



Quality Service Contractors Your Ticket to Freedom!

Who We Are:

QSC is a dynamic business development powerhouse, dedicated to empowering service-driven PHC businesses. We specialize in delivering unparalleled resources, expert coaching and guidance, cutting-edge education, comprehensive training, and vital networking opportunities. QSC is your catalyst for enhancing leadership skills, sharpening business acumen, elevating customer service, and boosting bottom-line profits—all while driving remarkable growth. QSC provides the tools to transform potential into success and lead your business to new heights.

Take our business Coaching Challenge: <https://qsc-phcc.org/business-coaching/>

Core Purpose - Mission Statement

To provide a welcoming community that influences best practices, superior growth, and profitability for trades contractors and industry partners.

Core Values

- Championing quality and value creation
- Honoring individual values with respect
- Upholding honesty and ethical standards in all endeavors
- Driving economic advancement and prosperity
- Embracing inclusivity and collaboration
- Shaping the future landscape of our industry
- Caring for the community, customers, and our team

Vision

Provide all the tools necessary to empower our community members to excel and lead as industry trailblazers, setting the standard for quality, innovation, and success, turning professional and personal dreams into reality.

Our Humble Beginnings

QSC's origins trace back to July 1993 when the PHCC National Association hosted a service and repair focus group meeting with key players from the Service & Repair segment of the PHC industry. Contractors from across the country gathered to envision a specialized group dedicated to the needs of service and repair contractors within the PHCC association. This group spent extensive time refining the group's goals and framework.

The collaborative efforts culminated on February 18, 1995 with the launch of the first ever annual meeting, then called Power Meeting, attracting 191 contractor members nationwide. 78 of those attending members became the founding members, marking the official formation of the Enhanced Service Group QSC.

Today, QSC continues the tradition of excellence set forth by these pioneering members, fostering innovation and growth within the service and repair sector of the PHC industry and is represented as a premier enhanced service group of the PHCC National Association.

Offerings:

QSC offers two levels of membership based on your current needs. Based on membership level, QSC provides the following:

- Owner performance groups
- Annual coaching assessment
- The Q-list – an Intranet community networking resource
- Community member Facebook page
- HR Assistance partner
- Weekly Safety online portal
- Leadership and CSR training
- QSC Chart of Accounts
- Owner Disc assessment
- Paid registration to Catalyst (annual meeting)
- Profit calculator
- Flat rate pricing tool
- Business tools (example: Sample job description)
- Service Industry KPIs based on business size
- *Premium Coaching Services

- *Strategic Planning
- *Budgeting
- *Training Classes
- *Setting goals
- *Accountability
- *Peer groups for employees
- *Business Development Pillars
- *Hiring Evaluations
- *Disc Assessments evaluated by an expert
- *Bi-weekly phone calls
- And more....

Here's what our members are saying:

"QSC is an invaluable group of trade industry peers and business coaches that have stretched and impacted the business growth in numerous ways. I could not imagine we would be where we are today without their insight, coaching, and actively being a sounding board for ideas through our peer groups and Q-list networking."

Aubrey Woods, Mark Johnson & Sons Plumbing

"Being a part of QSC has been invaluable for our business. We've been members for several years, and each conference renews our passion and drive with fresh ideas and insights into the plumbing and HVAC industry. The peer groups provide a supportive network of like-minded professionals, while the training and vendor access keep us up to date on industry advancements. QSC not only helps us grow as a business but also as individuals, and we're grateful for the connections and inspiration it brings to our team."

Erica Barnes, General Plumbing & Air Conditioning, Inc.

"Partnering with QSC has been transformative for Steward's Plumbing. Their insights and guidance have empowered our team to provide even better service to our community. QSC doesn't just offer solutions; they inspire us to keep raising the bar. We're proud to be a part of the QSC family and grateful for the tools and support that help us grow every day."

Eric Maxon, Steward's Plumbing

Becoming a member of the Quality Service Contractors enhancement group is about more than just growing your business. Joining QSC is an investment into your business, your development as a leader, and an investment into becoming a better person.

I joined QSC because I was tired of "going it alone". QSC gives you access to a wealth of knowledge in the form of its members. The members of QSC are incredibly open and honest about their successes and failures within their own businesses and best of

all, are willing to share their stories. I think QSC is one of the best organizations your business can be a part of to further your success!

Luke Drake, C & V Plumbing

Why We Exist:

Many entrepreneurs embark on their business ownership path due to necessity or the pursuit of the American dream, seeking freedom and success. However, they often find themselves with less time and income than when employed by others. We are here to bridge those gaps, empowering you to achieve your dream of business ownership while attaining financial stability and personal freedom.

Some of the Benefits of Joining:

- Lifetime friendships
- Professional development
- Exclusive Resources
- Growth
- Profitability
- Exit Strategy

Membership:

Click here to visit the QSC website and learn more about the QSC community and its benefits. <https://qsc-phcc.org/join-qsc-today/>

“Entrepreneurship is not just about starting a business, but about crafting a life of freedom and purpose. Embrace the journey, close the gaps, and transform your dreams into reality.”

Contact information:

- Beth Dobkin, Program Director Dobkin@naphcc.org
- Les Hanks, Senior Business Coach Hanks@naphcc.org
- Todd Williams, Business Coach Williams@naphcc.org
- Dawn Dalton, Administrative Manager Dalton@naphcc.org

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