



# QUALITY CONTROL CONTRACTOR VETTING



## THE POWERHOUSE PROMISE

With a range of services and industries lending themselves to the subcontracting of general and specialist services to fulfill contractual and client requirements, it is more important than ever to have robust vetting and quality control procedures in place. At Powerhouse, our promise is to provide a consistent, quality customer experience, and our vetting process helps us do that by identifying the best contractors to invite to our network.

Utilizing our multistep process for vetting contractors prior to onboarding allows us to look not just for quality workmanship but aspects of their business, such as team size, scalability across multiple locations, project coordination skills, professionalism, customer satisfaction, business history, and demonstrated success to ensure our customers get a consistent experience every time. Though many apply, only a small fraction of the hundreds of contractors who undergo the rigorous vetting process gain access to the Powerhouse network.

# CONTRACTOR VETTING

We utilize an in-house vendor relations team specializing in recruiting, rating, and retaining best-in-class partners to qualify the ideal prospective contractors. Utilizing our standard vetting process, our field partners average 5+ years working with Powerhouse. They are an extension of our organization, fully understanding our expectations, requirements, systems, and technology. In addition to undergoing a rigorous vetting process, once onboarded, all contractors are subject to our detailed quality control measures, which include:

- Background and reference checks verified prior to activating to a site
- Supplier diversity initiatives and corporate goals
- Communication of expectations/needs/scope of work
- Pre-Service calls by Powerhouse to confirm site readiness
- Post-Service quality control calls to ensure work was satisfactorily completed
- Before and after photos required
- Signed work orders to confirm scope of work completion
- IVR mobile check in/out where required to verify time on site



**EXTERIOR  
SERVICES**



**FACILITIES  
MAINTENANCE**



**ROLLOUT  
SERVICES**

## ADDITIONAL QUALITY CONTROL MEASURES

- Service Coverage Areas
- Equipment and Fleet Audits
- Insurance and Risk Verification
- Competitive Pricing
- Ongoing Contractor Training & Development
- Communication and KPI Evaluations
  - IVR Compliance (Check In/Out)
  - 1st Trip Resolutions
  - Quality of Communication
  - Quality of Photography