

Blaze Your Trail to High-Performance



1. Determine your High-Performance products & services

Define the products and services that you will offer to improve the safety, health, comfort and efficiency of your customer's HVAC systems.

2. Choose a Champion

Determine who will lead and keep everyone focused on achieving the high-performance HVAC goal.

3. Establish processes and roles

Adjust existing processes and procedures to include high-performance principles.

4. Measure & reward team performance

To support a consistent testing culture leading to high-performance solutions, recognize and reward your team.

5. Get your entire team on board

Explain "why" a high-performance culture is much better than "status quo".

6. Define mandatory measurements

Clearly define which measurements are mandatory on every service call, maintenance call, sales call, and installation.

7. Purchase proper test instruments

Identify the best test instruments to get the job done that fit your budget.

8. Select collateral materials

Review NCI's document library and select the pieces that support your high-performance initiative.

9. Update your information systems

Modify existing paperwork or software to record HVAC system vital signs and high-performance recommendations.

10. Develop high-performance skillset

Build your team's confidence in their high-performance testing and communication skills.

11. Practice, practice, practice

Practice testing and simplified communication skills in non-threatening real-life situations.

12. Price your products & services

Develop an upfront pricing model to support the high-performance products and services your team will offer.

13. Collect performance measurements

Measure and record HVAC system vital-signs at every opportunity.

14. Communicate performance evaluation

Connect potential safety, health, comfort, and efficiency concerns to poor system performance measurements.

15. Offer high-performance products & services

Provide appropriate recommendations based on performance measurements and customer priorities.

16. Create scope of work

Design a solution that fits the customer's need and priorities.

17. Hand-off project to installation

Communicate all aspects of the project to the installation team.

18. Perform high-performance services

Complete scope of work to correct safety, health, comfort, and energy efficiency problems.

19. Test-out to verify results

Ensure that the promises made were delivered.

20. Maintain system performance

Continue collecting system performance measurements during your maintenance agreement visits.



Your Step-by-Step Map to Implementation