



nerej

Several things to consider when shopping for a pest management supplier

May 30, 2013 - Spotlights

I think it's safe to say that not all pest management companies are alike. When looking for a provider, there are several things to consider besides references that can help you identify the best value for your particular situation:

1) Average technician tenure: It takes time to practice the techniques and acquire the knowledge necessary to provide efficient and effective service. If the average tenure is too short, they may not possess the knowledge, and skills necessary to solve difficult problems and communicate effectively. This does not mean, however, that your technician needs to have 10 years experience to be effective. What it does imply is that the company takes recruiting, developing and retaining their technicians seriously.

2) Expertise in Third Party Audits: Third party audit firms such as AIB, BRC, SQF, NSF, ASI, and SILLIKER require strict compliance to complicated technical specifications. These audits help to ensure the quality of product which can include food and medication for general consumption. Bakeries, food processing facilities and distribution centers and pharmaceutical companies often utilize third party audits. Companies that can successfully manage these standards are usually up to date on latest technology and can provide service in challenging and diverse environments.

3) Formalized Quality Assurance Program: This may include periodic inspections by a service manager to ensure that technicians are providing high quality services. The communication involved may help to uncover previously unreported issues, address structural concerns, and provides another set of eyes on your facility.

4) Formalized Customer Opinion survey: This can be a bit controversial, but it generally indicates that a company cares about what their customers think about their products and services. If executed properly, these programs help companies find ways to satisfy their customers.

5) Depth and Resources of the organization: Higher quality organizations typically have resources such as customer service and sales reps, service managers, staff entomologists, a research and development team, national/global capabilities, comprehensive technician and customer training programs, and distribution and supply capabilities.

All these features help to provide solutions that can transform your pest management approach from reactive to proactive and may help you consolidate vendors saving money and time across your portfolio.

As with any service, it is important to look at the provider closely, understanding that the least expensive way may not provide the long term results you desire. Instead, look to utilize companies that have a track record of developing partnerships with their clients, ones that are interested in protecting your brand. Those are the ones that will be there when you really need them and that provides value way beyond dollars and cents.

Chris Weppert is district manager for Watch All Pest Management, Weymouth, Mass.

New England Real Estate Journal - 17 Accord Park Drive #207, Norwell MA 02061 - (781) 878-4540