

The **Convergent** playbook captures customer expectations to achieve results



Playbook value

Convergent's number one priority is **delivering results for customers**. To help meet this goal, the **Convergent Playbook** was developed to ensure all installation and service work meets the specific needs of customers. Convergent Program Managers are responsible for creating the Playbook, working directly with customers to develop, formalize, and implement critical installation standards. The Playbook helps Convergent ensure programs are completed safely, on time, on budget, and with consistent quality for **high customer satisfaction**.

Playbook features

- ✔ **Manufacturer standards**
- ✔ **Defined roles & responsibilities**
- ✔ **Service standards**
- ✔ **Health & safety standards**
- ✔ **Contact information**
- ✔ **Scope of service & installation work**
- ✔ **Design engineering standards**
- ✔ **Invoicing requirements**
- ✔ **Procedures**

