PP No.: 505
Section: Termite Service Procedures
Subject: Termite Production Assignments
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Policy Owner: VP Director of Quality Assurance

PURPOSE

To ensure consistent service delivery and effective daily operations, Massey Services has established minimum production standards and service protocols for termite services. These standards guide scheduling, route organization, and workload expectations while maintaining our commitment to quality service and operational efficiency.

Service Manager Responsibilities

The service manager is responsible for ensuring the termite technicians receive comprehensive training to provide quality services in a productive and efficient manner. The service manager is specifically responsible for organizing, scheduling, and assigning a full day's work to each specialist. When assigning work, they should consider in-office time, break time, driving time, vehicle maintenance time, training time, and extra service time. Minimum productivity standards are outlined in the company standards.

A full day's work is defined as a minimum of seven hours, or 420 minutes, of production time. A full route is 20 fully productive days. The service manager will build fully productive days and routes to minimize drive time.

PROCEDURE

Scheduling Conventional Subterranean Termite Production

Daily subterranean termite production is assigned by observing the company's standards. The new work subterranean treating price is divided by the hourly production standard to obtain the number of hours to assign to complete the job.

Example: treating price $1,505 ÷ $215 (per hour) = 7 hours.

When the job price indicates less than seven hours, additional work is assigned, such as annual renewal inspections or bait monitoring services, until a full day's work is assigned.

The standards include:

- "Conventional" post-construction subterranean termite work

- "Total Coverage" wood treatments
- Special services such as moisture barriers, debris removal, and ventilation.
- Extra service calls and retreats: all extra service calls and retreats will be scheduled with the daily work assignment and will be in addition to the required $1,505 per day production quota.

Scheduling Subterranean Baiting and Monitoring

Daily subterranean termite baiting and monitoring production is based on linear feet. It is assigned based on the company standards.
The standards include:

- Installs are assigned at the standard of 1,100 linear feet per day if liquid spot treatments are included in the job. This is based upon five (5) structures at 220 linear feet each.
- Installs are assigned at the standard of 1,540 linear feet per day if no liquid spot treatments are included. This is based upon seven (7) structures at 220 linear feet each.
- Monitoring services are assigned at the minimum standard of 3,600 linear feet per day. This is based upon sixteen to seventeen (16-17) structures at 220 linear feet each.

Residential Termite Reinspections

Residential termite reinspections are assigned based on time. A full day consists of a minimum of six hours or 360 minutes of production time.

Residential reinspection examples:

- Conventional:
  - 1 minute per $3.30 in revenue
  - Example: $180.00 ÷ $3.30 = 55 minutes
- Bait:
  - 1 minute per $5.25 in revenue
  - Example: $360.00 ÷ $5.25 = 69 minutes

We should make every effort to schedule an appointment to ensure the annual interior and exterior inspection is completed and the customer's signature is obtained.

Commercial, Apartment, and Condominium Reinspections

Only management or corporate designated team members are authorized to perform commercial, apartment, or condominium reinspections. They can utilize reinspectors who are termite certified to assist them with the inspection; however, a manager is required to directly supervise the inspection.

Each actual hour of commercial inspection time will be valued at $215.00 of production value. Payroll commissions for these reinspections should be adjusted to reflect the actual time spent on the property performing the inspection.

- Example: $800.00 Renewal Fee with a $215 production standard per hour.
  - If the inspection takes ***1 hour***, then the inspector would be credited with: 1 hour X $215 = $215 of production value
  - If the inspection takes ***2 hours***, then the inspector would be credited with 2 hours X $215 = $430 of production value

Scheduling Initial Services

Initial services are scheduled at the time of sale. This ensures the customer is aware of the scheduled start time and any accommodations needed are clarified with both the customer and service center. The process is as follows:

1. At the time of sale, while still with the customer, the inspector will call the service center to schedule the initial service.
2. The inspector will provide the administrative team member with the sale information, including the time required to complete the initial service. This information is based on the consumer service center standards.
3. The administrative team member will ask for the type of initial service, open the Scheduler for the appropriate route, and review the availability so they can inform the inspector of the earliest options.
4. The inspector will share the available service times and confirm with the customer their preference.
5. Once the customer confirms their preference, the administrative team member will enter the initial service into the scheduler by setting a time block. Specific directions for completing this process are available in SPP 418: Using the Scheduler for Starts.
6. The inspector will bring all completed paperwork to the service center for the general manager to ensure the sales paperwork is accurate and fully executed.
7. When the administrative team receives the sales paperwork, they will ensure the the Scheduler time block for the specific customer and initial service. Each day the service manager will review the approved new start paperwork/documentation and ensure the start is assigned to the appropriate team member before it is to be serviced.
8. If any changes to route/team member are needed, ensure the Scheduler is updated appropriately.
9. In the rare instance the date or time needs to be changed, the service manager must contact the customer and confirm they accept the new date/time.
    a. If the customer cannot be reached or does not want the time change, the service manager will identify other resources to ensure the initial service is completed at the agreed upon time.