QUALITY CONTROL IN SECURITY
WITH WEISER

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Quality Control in Security

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Now more than ever, quality control is crucial for a business to be able to deliver exceptional services that meet customer's expectations.

The Weiser Security Quality Program guarantees the successful selection, placement, training and supervision of security officers. According to Gallup Weiser employees are 77% more engaged in their work than other companies worldwide, and are 100% committed to protecting your business and its assets.

Our Quality Control Program is also a red-flag system so it helps keep us focused on areas that need improvement. In doing so we are reducing your potential risk, liability and increasing your overall sense of safety and security.

Being quality an inherent part of the services we provide, we established leading and lagging indicators.

Want to learn how we achieve quality from the officer on the post to the corporate support team?

Download our Leading and Lagging Indicators infographic
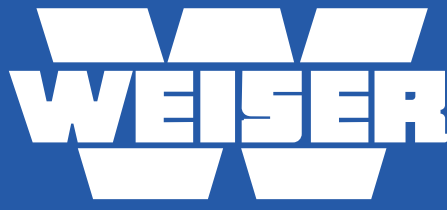
Are you considering changing your security provider?

Schedule a free consultation with a Weiser professional

Weiser Security Services, Inc. Corporate Support Center
3939 Tulane Avenue / New Orleans, Louisiana 70119
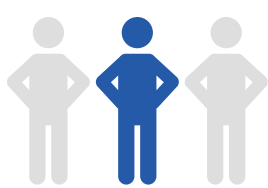sales@weisersecurity.com

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WEISER
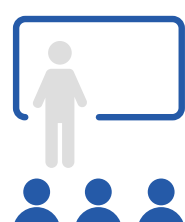## SECURITY SERVICES,INC.

QUALITY CONTROL IN WEISER SECURITY

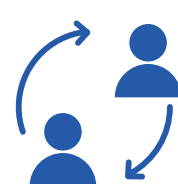## Our quality control plan guarantees the successful:

Selection

Placement

Training

Supervision of security officers

Weiser employees who are selected to join your team are engaged in their work and are 100% committed to protecting your business and its assets.

Leading and Lagging Indicators

We believe the level of service we provide for our clients can be measured. We've broken down broad security principals into smaller, manageable and measurable pieces that we call leading and lagging indicators. Which are all based on positive business outcomes from 20 years of data.

Some of them include:

Span of control: We measure how man accounts and hours per week each manager is responsible for servicing. We know from experience that if our managers are tasked with too many accounts then quality suffers.

Payroll Errors: We measure pay errors per 100 employees paid. Our goal is to have less than 1 error per 100 employees paid.

New Hire to Applicant Ratio: we measure this ratio to make sure we are being selective. We typically hire 13 applicants out of 100.

Quality Officer Contacts: We measure all the contacts in order to accomplish our goal, which is to visit the officers on each shift at least once a week.