

**NOW ESTABLISHING CLUBS FOR  
RETAILERS & INSTALLING DISTRIBUTORS**

## **MEMBER SUCCESS CLUBS**

**Member Success Clubs are an assembly of non-competing retailers or distributors. Participants gather regularly to improve their operational performance by exchanging ideas, best practices, and information.**

- ▶ Clubs are established as self-governing entities, organized according to the nature and complexity of operations of the participants.
- ▶ Meetings are professionally facilitated by a moderator experienced in the industry.
- ▶ Comparative reports, compiled from data contributed by each club member, are produced quarterly.
- ▶ Benchmarks are established for key financial and service quality drivers, allowing participants to track their performance against industry standards and against the performance of others in the club.

**The Best Practices Come From Those Who Perform Them Every Day.**

**For more information, or to sign up to visit a Member Success Club,  
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IN ASSOCIATION WITH

