



TESTIMONIALS

“From our first discovery meetings and strategy meetings, it was more than evident that Troy and Performance Matters knew our industry and business very well, and had a clear understanding of what needed to be done.” – Stan Schlotthauer, Vice President

“Working with Performance Matters exceeded my expectations in two ways. Each program that was suggested enhanced the RSR’s revenue and weekly pay without increasing their workload or the hours worked.” – Dan Stevenson, Vice President Customer Service

“I thought these programs and meetings would be a complete waste of time. Instead, the meetings taught me how to better communicate with my customers. I actually enjoyed the meetings.” – Joshua Pitts, Route Sales Representative

“Performance Matters gave me the confidence to charge for lost and damaged goods. The new process was more efficient and less time-consuming. Also, my route revenue has gone up and I am able to spend more time at home with my family.” – Eli French, Customer Sales Representative

“Our experience with Performance Matters not only resulted in positive financial and operational outcomes but also led to increased teamwork and communication between departments. As the plant supervisor, I saw major improvements in information sharing between all areas, especially between production and service.” – George Mihai, Plant Supervisor

“Performance Matters helped our RSR’s become more skilled and successful at handling customer objections. The managers can now spend more time thinking out of the box and less time fighting fires.” – Westley Beasley, Route Manager

“We anticipated many obstacles to implement Performance Matters’ suggestions. Performance Matters helped us learn to anticipate and overcome obstacles by planning and training in advance. Our daily huddle meetings helped us to communicate so we could address objections and identify solutions together with our RSR’s. I personally learned our customer’s pushback was less than I expected. The route volume increases also exceeded my expectations.” – Kevin Reid, Route Manager

“If you are looking to enhance your business to perform to its maximum potential, financially and organizationally, I strongly recommend that you utilize Performance Matters as a strategic partner. I am confident that you will realize a significant return on your investment, just as we did.” – Daniel J. Cohen, President

“Performance Matters’ innovative and creative processes allowed them to motivate, encourage and involve all employees in the process to work towards a common goal.” – Brahim Hamra, Controller

“We’ve achieved increased communication and teamwork between our operating departments which has been an additional, unplanned benefit from our partnership with Performance Matters.” – Stan Schlotthauer, Vice President

“Working with Performance Matters has revolutionized how our service department operates. Personally, I’d like to thank them for the leadership skills I’ve learned just by watching them work.” – Sylvain Letourneau, Customer Service Director

“Performance Matters has helped us to develop innovative ideas and integrate new processes for project management. Since working with Performance Matters, we’ve learned how to work as a team to accomplish our goals. The knowledge I’ve gained during the process will forever be a tool I use in every aspect of my life.” – Manon Desforges, Assistant Office Manager

“We’ve been able to witness Performance Matters’ ability to quickly turn things around for the best. Working with their experts has helped us overcome a series of obstacles, improve our focus and implement key organizational tools, all to help us achieve the goals we set as a team.” – Rita Digiovane, Office Manager

“I consider our projects with Performance Matters a wise investment as I am confident we will certainly yield a positive return both from a financial standpoint as well as the training and guidance provided to our senior management team.” – Brahim Hamra, Controller

“Since beginning our partnership with Performance Matters, we’ve been able to provide our clients with better and faster service. They have changed how we view our relationships both with clients and between internal departments. Overall, our work with Performance Matters has allowed us to set ourselves apart from other industry competitors.” – George Mihai, Plant Supervisor

To speak to any of Performance Matters’ satisfied customers, call 803.897.0044.