

Qualified Partner Programme QPP

Why QPP?

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What is the R&Mfreenet QPP?

The QPP is a comprehensive programme for R&M partners, designed to provide them with professional support for pre- and post-sales activities.

The goals of the QPP are:

to enable R&M partners to assist end users in:

- selecting the right solution for their needs
- plan the installation
- carefully install and certify the R&Mfreenet cabling system
- assist end user to plan future growth with minimal effort and cost.
- to assure and maintain customer satisfaction.



How does the QPP work?

It starts with the partners selection

It continues with their training up to the certification

It includes continuous learning



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Why training and continuous learning?

- Technology is evolving at an ever faster rate
 - Installation and testing techniques change accordingly
- Components value increases
 - The customer wants investment protection
- The customer looks for quality and excellence
- The customer needs professional assistance

- The market is becoming confused
- The producers needs partners with high professionalism solid background
- The partners needs technical support

Why QPP?

**The answer to end user needs and worries is the warranty programme.
The customer and installer protection.**

It is based on two cornerstones:

- Product quality - Producers responsibility
- Installation quality - Partners responsibility

Installation quality is the result of:

- | | |
|------------------|--------------------------------|
| • Logistics | Distribution |
| • Planning | Design the Installation |
| • Implementation | Installation and Certification |



What is the QPP training?

Instruction programme for partners:

- Distributors > Certified Teacher or Planner
- Planners > Certified Planner
- Installers > Certified Installer

To:

- Introduce the R&M product line
- Provide adequate instructions
- Give quality directions
- Assure system integrity to the end user and to R&M



Certified Distributor-, Planer-, Installer-Badge



12/00

123456

John Sample

Company Installations

Switzerland



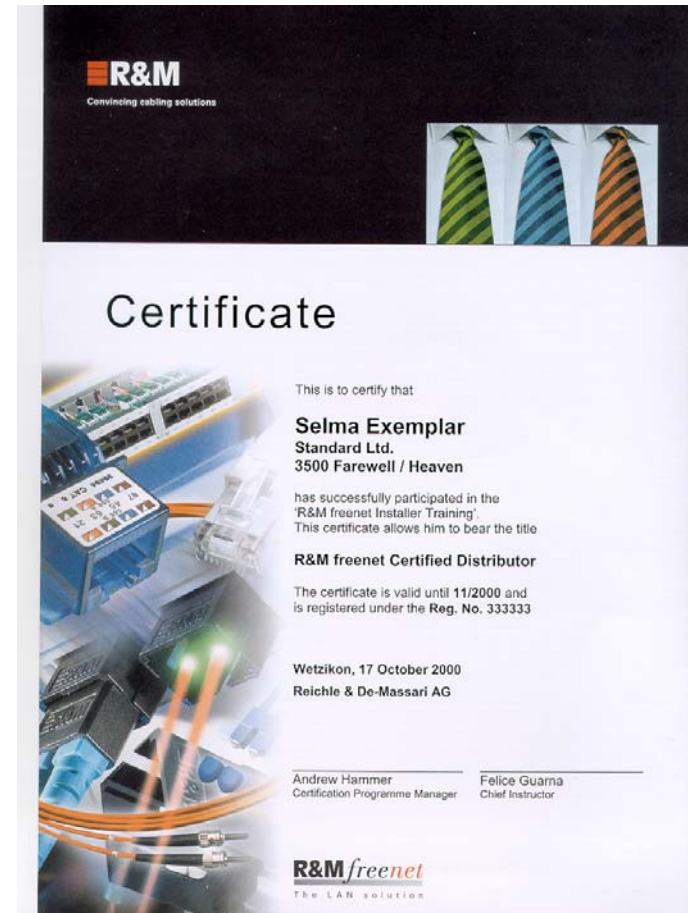
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Certified Certificates

Three types of certificates:

(BICSI CEC's and R&Mfreenet warranty)

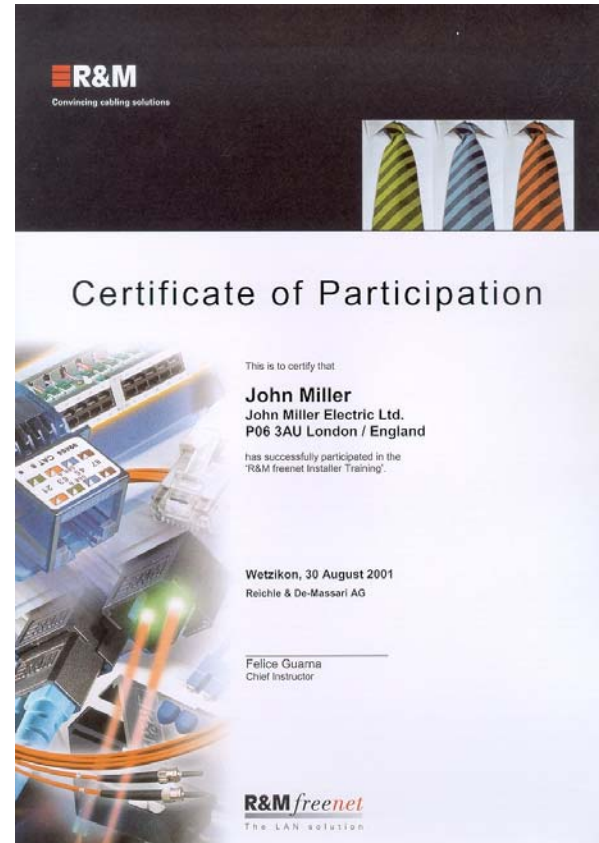
- R&Mfreenet certified Installer
- R&Mfreenet certified Planner
- R&Mfreenet certified Teacher
 - for partners with teaching
 - agreement



Participation Certificates

QPP granting only participation Certificates (no BICSI CEC's)

- Cabling operators
- Commercial and marketing
- Training upon request



BICSI CEC's

- BICSI education program grants certification renewal by participating to other company training.
- Participation to other company training allow earning credits (Continuous Education Credit)
- R&Mfreenet is recognised following CEC's

R&Mfreenet Certificate	BICSI RCDD	BICSI Installation
R&Mfreenet Certified Installer	11 CEC's	11 CEC's
R&Mfreenet Certified Planner	16 CEC's	
R&Mfreenet Certified Teacher	20 CEC's	20 CEC's



How to get BICSI Credits

Information are under www.bicsi.com

You should send BICSI:

- a letter stating your participation to R&Mfreenet
- Installer/Planner/Teacher QPP
- copy of the certificate you receive from R&M
- copy of the agenda of the training