

## CRITICAL CAPABILITIES

### Must-Haves When Selecting an Industrial Service Company

The demand for industrial services has increased dramatically in recent years, which is why the market size is expected to reach [\\$36 billion by 2023](#). Increasingly, major industries are choosing to outsource things such as facility construction, industrial scaffolding, maintenance and equipment because it saves money and time and allows them to focus on doing what they do best.

Of course, since there are numerous service providers out there competing for your business, you need some way of sifting the wheat from the chaff. You want to know that you are hiring a company you can depend on.

Here are a few critical factors to consider when selecting an industrial service company. Keep them in mind when choosing the businesses you partner with in the future.



# Critical Must-Haves in an Industrial Service Company



## 1. Experience in their field

The reason why so many industries are taking advantage of industrial service providers is that they can bring experience to the table. Instead of having to train your employees in an unrelated industry, you can hire someone who already has that experience. But you want to be sure that they actually know what they're doing.

Probably the simplest way to verify experience is to get references from the industrial service company. You can verify that they did the jobs they say they did and that they were competent.

## 2. Honesty and integrity

Anyone can come up with a convincing sales pitch about their services – especially if they are willing to stretch the truth. But since you have a lot riding on your project, you definitely don't want to fall for marketing messages that don't hold up to scrutiny. This is another area where references can prove the difference between a potentially valuable partner and a headache waiting to happen.

You not only want to know that the company has the skills they say they do but you also want to know that you can trust them to treat you right. Your business may pour a substantial amount of money into the services you hire. You want to be sure that those funds will be spent as agreed to.



### 3. The right resources

Experience and integrity are necessities to get the work done and to build a strong, dependable relationship – but they are only part of the equation. The most experienced firms in the world are only as useful as the resources they have at their disposal. The industrial service companies you hire need to have the necessary resources to do their job; otherwise, you will not get the support you expect and require.

Depending on the type of services the company is offering, having the appropriate resources to meet client needs may require significant capital investment – which isn't something that every company has available. So before you accept a contract from an industrial service company, verify that they have the resources at their disposal to meet your needs.

### 4. Strong safety standards

According to the U.S. Department of Labor, [one in five worker deaths](#) last year were in construction. Falls topped the list for the most deadly accidents, but getting struck by an object, electrocution and caught-in/between also ranked as some of the most deadly types of accidents.

Your company can have the most stringent safety standards in the business and an excellent safety track record, but that doesn't protect your business or your employees from the practices of your industrial service provider. Therefore, it's in the best interests of your company to find a company that has a proven track record of safety standards. Their adherence to safety standards is necessary to protect you, your employees, and your company from potential liability.



### 5. Adherence to quality control and necessary certifications

An industrial service company that is committed to quality is one you can depend on to do things right – and fix things when they are wrong. The exact details of a quality job may vary depending on the industry and the services being provided, but you already have a good idea of what quality means to you and your business.

Some questions you could ask include:

- / Do they follow industry standards?
- / Do they have a verifiable track record of quality?
- / Do they have the certifications that a company in their position should have?



## 6. Value

As with so many other things, just because an industrial services provider is the highest priced in the area doesn't mean they are the best. You want to know that you are getting a good value for your dollar.

It may be worth hiring the firm charging top dollar, but it may not. It all depends on what you need, what's most important for the job and what you get overall. For example, one company may charge more because they are in the area and ready to set up immediately, while another one may charge less but you'll have to wait longer. You are the final word on where the true value lies.

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