

Ride Behinds

What are Ride Behinds?

Ride behinds are quality checks performed by Market Managers to evaluate the performance of our service providers in the field. These ride behinds allow us to observe the service provider in the field and address any quality concerns in the moment.

When to Perform Ride Behinds

Market Managers will be asked to perform __ ride behinds in their markets each ____. Regional Managers may also assign additional ride behinds if there are complaints or concerns regarding a particular service company.

Tips for Successful Ride Behinds

- Try to remain unobtrusive
- Introduce yourself to the customer
- Not take photos or video in the customer home
- If you observe any mistakes or issues with the service being performed, discuss them outside of the customer's home and the customer's hearing.
- Document the ride behind on the Quality Check Form
- Set a follow up call with the main contact at the Service Company to discuss any process improvement details

Quality Check Form

Below is a copy of the Quality Check Form