

Operations

We don't just turn up at your project with what we think will do the job.

NeroQom[®] offers a much more considered and informed approach to everything we do. Our Operational Disciplines describe how we analyse, plan, administrate and prepare every project we work on.

#000 NeroQom[®] ADAPTS:

Every project starts with understanding. Using our Analysis and Diagnosis Disciplines, we will complete detailed Assessment of what you need.

#000-1 NeroQom[®] ADAPTS Strategy

Where we begin. ADAPTS defines how we understand every project and guarantees our results.

#000-2 NeroQom[®] ADAPTS Control & Correction

Let the Squad spring into action on your site to track down, document and fix all the visual comfort issues we find.

#000-3 NeroQom[®] ADAPTS Defect Registration

We'll survey your project using the best software and the latest technology to pin-point the problems which need your attention.

#001 NeroQom[®] Project Management:

Beyond the work on site lies our management services which ensure efficient and professional delivery for every client or partner.

#001-1 NeroQom[®] PM Accessibility

Crucial to any successful project is our ability to gain access to our work area. We'll use which ever method gives the best results.

#001-2 NeroQom[®] PM Administration

Every project requires paperwork, this is where we take care of it.

#001-3 NeroQom[®] PM Environment

We take the wellbeing of our natural environment very seriously and will always minimise any impact where we can. We will use whatever methods are needed to meet your, governmental and our own environmental standards.

#001-4 NeroQom[®] PM First Aid

We plan carefully to ensure the wellbeing of our Squad and clients. That's why the Squad includes many first aid trained members.

#001-5 NeroQom[®] PM Multi Year Planning

A detailed programme of planning to maintain your investment in the short-, medium- and long-term.

#001-6 NeroQom[®] PM Proposal

For complex, large and detailed projects, producing an accurate proposal takes a lot of work. This Discipline covers the effort and expertise we'll use in this specialist process.

#001-7 NeroQom[®] PM Safety

Considering any specific needs of the project, legal requirements and our own standards, we will ensure the best safety solutions are used every time.

#001-8 NeroQom[®] PM Security

Security covers all aspects of a project, from complying with access requirements to protecting information on site; security is always a high priority.

#001-9 NeroQom[®] PM Squad Development

If we need to complete some specialist training or certification to work with you, we're always happy to learn and this is how we'll get it done.

#001-10 NeroQom[®] PM Subcontractor Terms Review

When working with you, we'll always give our terms with every estimate or quotation. If you respond with a different contract or terms, we'll need to give it a read and ensure we're happy before we start. When that's needed, we may charge for the time it takes and any experts we need to get help from.

#001-11 NeroQom[®] PM Supervision

If your project needs regular or constant site visits, then this is how we do it. Whether it's for reviews, quality control, management or documentation, we're there to get it done.

#002 NeroQom® Logistics:

When the planning is done, it's time for action. Our logistical Disciplines make sure the Squad and their equipment are in place from the first day to the last.

#002-1 Accommodation

For longer projects, far from home, we'll need a place to rest over-night.

#002-2 Cancellation

A tool to help balance the accounts; if we need to cancel an invoice, this is how we'll get it done.

#002-3 Credit Notes

Sometimes we need to put a credit on your account, it doesn't happen often, but when it does, you'll see this Discipline make an appearance.

#002-4 Deposit

When working with new clients, larger projects, specialist equipment or large volumes of products, we'll need a deposit prior to starting work.

#002-5 Discount

If you give us the best coffee, or if we like you enough, we might even discount your project. Same great work, just a sharper price, aren't we kind?

#002-6 Expenses

This Discipline covers the various out of pocket expenses we incur when completing a project. This includes food, toll fees or site access fees such as city zoning charges amongst other things.

#002-7 Pack & Handling

When we ship delicate equipment or chemicals to our clients, it's not as easy as dropping them in a box. This Discipline covers the packing, administration and documentation required to get our products to you, wherever you are in the world.

#002-8 Purchasing

If you need us to source something special or products just for you that takes time, skill and the right contacts. But with NeroQom on the case, the job is as good as done.

#002-9 Shipping

Getting our equipment and products to site is no small task. We'll get them there the most effective and safest way, every time.

#002-10 Storage

If we need to store goods or equipment, this Discipline will cover it. Striking the balance between safety, security and value perfectly.

#002-11 Travel

Wherever you are in the world, we'll get there.

#002-12 Waste

The Squad attends to every detail of your project, that includes cleaning up after we're done. We'll handle any waste material from our work with you, dispose of it responsibly and, where possible, sustainably.

#003 NeroQom® Support Services:

If you have your own team to complete a project, you can still benefit from the expertise and experience of the NeroQom® Squad.

#003-1 NeroQom® Partner Assistance

For those with their own team, NeroQom® provides supervised support remotely or on site, covering planning, use and application of our products.

#003-2 NeroQom® Partner Training

For approved NeroQom® Partners, we offer instruction and accreditation options. These sessions will give your team the latest training on our techniques and processes.

#004 NeroQom® Store:

When we're sourcing high-end products for our projects, they'll be delivered by www.NeroQomStore.com. So, why aren't yours?

#004-1 NeroQom® Store

Both our clients around the world and our Squad at home benefit from the unique, high-end products from NeroQom®, by ordering from [NeroQomStore.com](http://www.NeroQomStore.com).

NeroQom®

#005 NeroQom® Advanced Solutions:

When your project is truly unique, we'll give you a customised combination of products and techniques to achieve the best results.

#005-1 NeroQom® Custom Discipline

When you need something out of the ordinary for your project, this is where we turn.

#005-2 NeroQom® Custom Materials

Unique situations can have unusual or undefined needs including products and consumables. When you need something special, you'll find it here.

#005-3 NeroQom® Custom Equipment

In the rare case that we don't have the equipment already at NeroQom® HQ, that won't stop us. We'll source the right tool and get the job done.

#006 NeroQom® Vision:

Your project through our eyes.

#006-1 NeroQom® Build

During construction we'll give you inspiration for different approaches, protections or upgrades for your project.

#006-2 NeroQom® Design

The design stage of any project is crucial. Bringing our experience and perspective to the table, we will give you inspirational ideas for different materials or finishes as well as help you plan for future care.

#006-3 NeroQom® Reimagine

Let us lend our expertise to your restyle or upgrade to give you the benefit of our unique perspective.

#007 NeroQom® Consultancy:

Bring our knowledge to your business by calling in the NeroQom Consultants. You can see more about what we can do at www.NeroQomConsultancy.com.

#007-1 NeroQom® Consultancy

Dedicated to the analysis and diagnosis of unusual or complex visual comfort problems around the world, the NeroQom® Consultants are there when you need answers.