

ACS

BUSINESS PROCESS SERVICES

Reliable operations are built by design

We assess, build, and support the processes and systems behind your work.

Affiliated Corporate Services, LLC · North Carolina

One purpose, six connected services

OPERATIONS

Process mapping and management

SOPS & TRAINING

Instructions people can use

QUALITY

Standards, inspection, and recovery

FACILITIES

Scope, estimating, and oversight

WEB & DIGITAL

Full websites, Starter Sites, local presence

SOFTWARE

Tools built around client workflows

Explore the Resource Center and Small Business Brief at acsllc-nc.com.

We start with the work as it happens

01

ASSESS

Observe workflow, define the problem, and establish a baseline.

02

BUILD

Create the process, training, control, site, or software the work requires.

03

SUPPORT

Check results with the client and refine what needs to change.

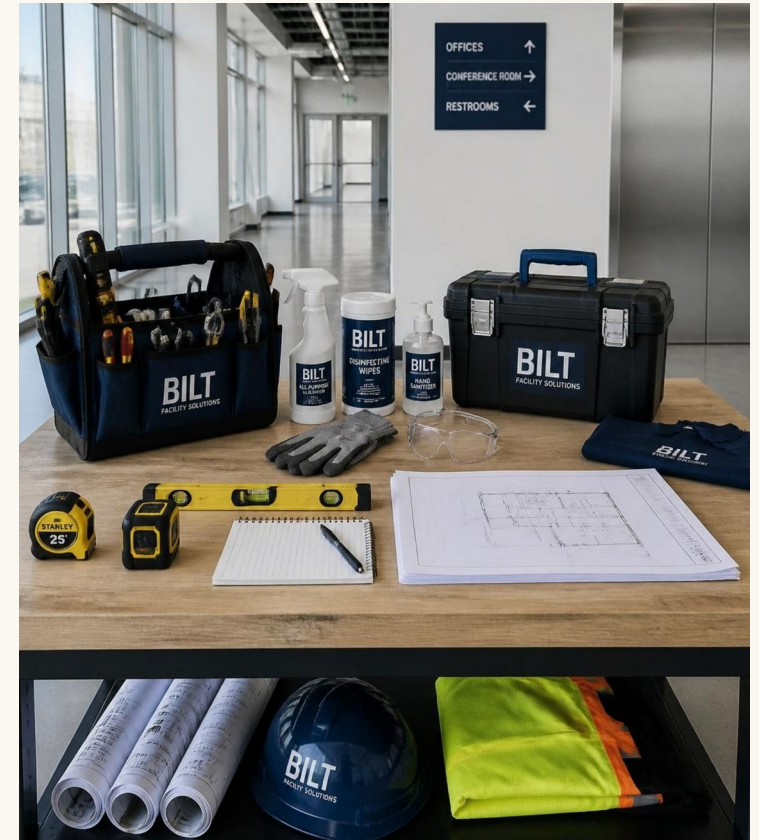
Clear processes reduce avoidable rework

WHERE WORK BREAKS DOWN

Unclear handoffs, undocumented decisions, and recurring exceptions make a good team work harder than it should.

WHAT ACS CAN BUILD

A practical workflow map with owners, decision points, measures, and an improvement plan the team can follow.



Instructions work when people can use them



DOCUMENT

Write procedures around the actual task and its exceptions.

TRAIN

Turn the procedure into job aids, onboarding, and practice.

VERIFY

Check that the team can perform the work consistently.

Quality becomes manageable when it is visible

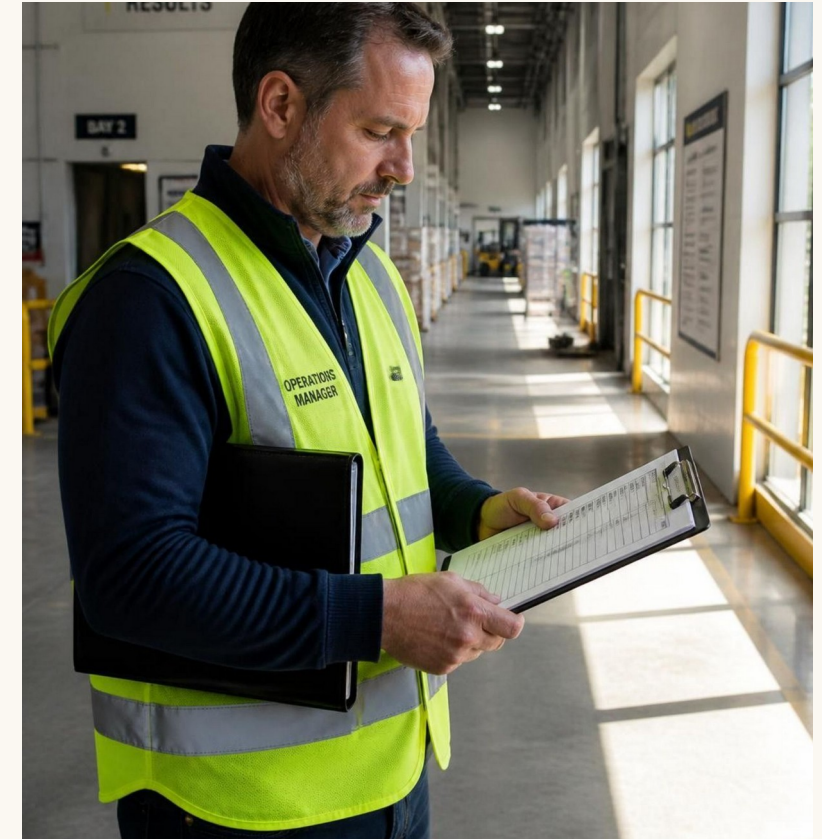
Define what good performance looks like before the inspection. Record findings, assign corrective action, and verify that the fix holds.

- **SET THE STANDARD** Specific criteria and an agreed inspection method
- **RECORD THE RESULT** Scored observations and a usable history
- **CLOSE THE LOOP** Ownership, follow-up, and prevention of repeat failures

Facility scopes need defensible labor models

FROM THE BUILDING TO THE BID

- 01 Measure cleanable area and classify the space.
- 02 Define tasks and frequency by area.
- 03 Build a labor model from production rates with documented adjustments.
- 04 Use the scope to compare proposals and oversee performance.



Contractors need the same operational discipline

ACS supports building service contractors with workloading, production-rate analysis, bid review, account assessments, and management systems.

TYPICAL DELIVERABLES

BID SUPPORT

Check scope, hours, and assumptions before pricing.

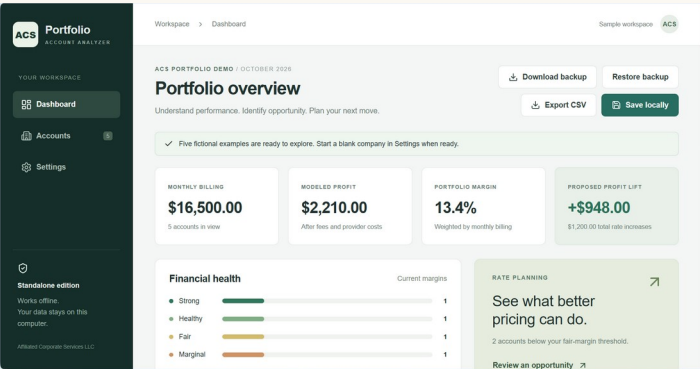
ACCOUNT REVIEW

Find where current performance or margin is slipping.

MANAGEMENT TOOLS

Put periodic tasks and quality checks on a documented schedule.

Software built around your business



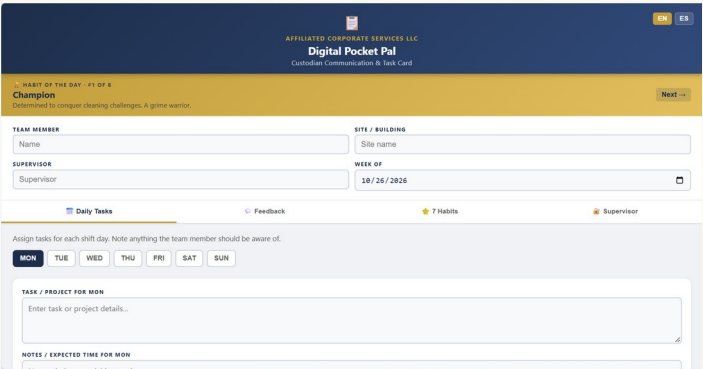
Account Portfolio Analyzer

Review account margins and model pricing changes.



Weekly Accountability Report

Document weekly activity, inspections, and customer follow-up.



Digital Pocket Pal

Organize daily tasks and support communication with supervisors.

Each example can be adapted to your workflows, branding, reporting, and operational needs.

Full websites are part of the offering

ACS builds professional, multi-page websites for established businesses. The scope can include service pages, clear calls to action, and a site structure that supports future growth.

CLIENT CONTROL

The domain and core digital accounts stay under the client's control. Ongoing management is optional.



Two more paths to a useful online presence

STARTER SITES

A defined website scope for a business that needs a credible starting point and a straightforward launch.

LOCAL PRESENCE

Support for the business information customers encounter in local search and online listings, alongside the website.

ACS defines the work in a written proposal before payment.

One problem can call for several capabilities

A service business sees repeat customer complaints even though staff complete the assigned tasks.

DIAGNOSE	STANDARDIZE	MEASURE	FOLLOW UP
Review the work and the customer experience.	Clarify the SOP and train the team.	Use inspection criteria and a simple tracking tool.	Check whether the customer sees a better result.

Illustrative example, not a client case study

Start with a complimentary assessment

Choose a broad Small Business Systems Assessment or a focused review of an area that needs attention.

WHAT YOU RECEIVE

Written findings and practical next steps

One complimentary assessment per eligible business. No obligation to purchase an ACS service.

Purpose into practice



Al Summers

Owner, Affiliated
Corporate
Services, LLC



- Registered Building Service Manager, Building Service Contractors Association International
- Facility management consultation and contract oversight
- Production-rate-based estimating and labor modeling
- Scope development, bid analysis, and quality auditing



ACS

Let's talk about the work you need to improve

Share the current problem, who uses the process or system, and what a better result would look like.

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