



Farmington Consulting Group HVACR Distributor Case Study

- In Business Since 1982
- Works in the HVACR, Plumbing & Electrical Distribution Industries
- Have Worked with 86 Distributors Nationwide
- Specializes in Conducting Market Research. Strategic Planning & Process Improvement for Distributors
- FCG Market Research Services for Distributors
 - Customer Satisfaction Surveys
 - Employee Satisfaction Surveys
 - Vendor Satisfaction Surveys
 - Competitor Profiling
- Maintains Nationwide Benchmarking Data
- FCG HVACR Distributor Client Testimonials

Johnson Supply, President, Richard Cook

“Johnson Supply started conversation with Farmington Consulting Group based on our need for comprehensive customer feedback to help us update our strategic plan. We heard about Farmington from a fellow distributor who recommended Farmington to perform a customer survey. We hired Farmington and just finished the process and performed the review. The data presented and the perspective offered concerning our performance compared to other distributors was quite valuable, and exceeded my expectations by far. I would recommend Farmington to any distributor that wants comprehensive customer feedback and comparisons to other distributor’s performance.”

ACR Supply, President, Troy Meachum

“ACR made the decision to work with Farmington Consulting Group after hearing great things about their Customer Survey from some respected peers within our industry. Our team has always considered ourselves to be a highly customer-focused company, but we’ve never had a strong process for gathering valuable feedback from our customers – until now. Not only have we gained some actionable information for improving our levels of customer service, this survey has also given us some important benchmarking data to see how we compare to other distributors at an industry level. Our experience with FCG has exceeded our expectations by far, and we would highly recommend them to other distributors who wish to implement a best-in-class customer feedback process.”

Behler-Young, President & VP of Sales, Doug Young & Joe Kelly

“The Farmington Consulting Group conducted a Customer Satisfaction Survey for our company. When you agree to move forward with such an endeavor, there are natural reservations and concerns about the quality and integrity of the information gathered. Much to our surprise, through the leadership of TJ O’Connor, we were presented with actionable results in a format that clearly identified areas our company could use improvement. TJ O’Connor truly knows our industry and our business. We would strongly endorse their services to any distributor that has the courage to see how their customers perceive their company and as important, has a passion and commitment to improve. We intend to have this survey conducted every other year by Farmington Consulting Group in order to measure our improvement.”

Dakota Supply Group, CEO, Paul Kennedy

“Farmington Consulting Group has conducted many Customer Satisfaction Surveys for DSG. TJ O’Connor’s wealth of experience with surveys in the wholesale distribution industry provides great insight, real life industry comparisons and the ability to cut through the clutter to get to the heart of what the data says. His top-notch organizational skills keep us on track and focused on achieving our completion numbers. TJ was very quickly able to gain an intimate understanding of our business and aid us in maximizing the value of the information we got back - a true business partner! The insights he has been able to provide are extremely meaningful and significant as we dig deeper into our customer relationships. Professional, insightful, organized, and a valued business partner.”