



## **THE PCSI WAY**

The PCSI way is characterized by a competitive, results-oriented approach to support services. We invest fully in all aspects of the contract, from performance and quality to management and systems, while offering fair and transparent pricing. We focus fully on meeting our clients' needs, from expert cleaning, hospitality management, and food services to facilities management, fleet management, and grounds maintenance.

### **Mission Driven**

As a nonprofit corporation, we at PCSI are motivated by our mission: to create employment opportunities for disabled veterans and other people with disabilities. Placing principle before profit, we answer only to our customers, our board of directors, and our workers. Passion and purpose drive our operations.

PCSI has enjoyed phenomenal growth since its start in 1996. We generate over \$100 million in annual revenue. We impact the communities we work in by supporting local projects and programs that align with our mission. Our success emboldens us to seek new opportunities for our workforce.

### **Competitive Edge**

We at PCSI believe that our employment of disabled veterans and other people with disabilities in the delivery of support services gives our company a competitive edge. People with disabilities represent an under-utilized workforce segment, which, when given the opportunity, is eager to rise to the top. Our team members are highly conscientious, attentive to detail, and responsive to the needs of customers.



### **PCSI Today**

PCSI has expanded from its initial operations in Texas to a national presence. Many of our contracts include satellite operations, some as far flung as the adjacent state. Our managerial expertise allows us to coordinate and track activities at remote locations.

PCSI has also expanded our recruitment efforts to include people of all ages with mobility impairments, young people with intellectual and development disabilities, and Wounded Warriors. Our leaders have charged us with growing these areas of disabilities employment in order to capture talent and to fulfill our mission.

### **PCSI Priorities**

PCSI gives top priority to the needs of its workers and their safety at job sites. Our commitment to workers is returned with their loyalty and dedication to excellence. PCSI's labor turnover rate is remarkably low, averaging less than 15 percent per year. High retention, high safety, and low incident rates are facilitated through rigorous employee training. High retention and safety are important cost controllers.

### **Leadership**

PCSI prioritizes leadership, which we grow from the inside and attract from the outside. PCSI teams are led by highly-trained professionals who value working in a mission-centered, nonprofit corporation. Their expertise is evidenced in their skillful management of PCSI contracts as well as the many credentials they have earned. Life-long learning is encouraged through a well-supported career development program. On-going training keeps managers current and committed, resulting in quality service for PCSI customers.

### **Quality**

PCSI prioritizes quality by structuring the quality function in a unique way. Rather than assign responsibility for quality oversight to Project Managers or their assistants, we provide dedicated, on-site Quality Managers at each job site. In this manner, we separate and distinguish quality from other functions. Our on-site Quality Managers perform a full range of inspections, while coordinating with and reporting to both the Project Manager at the job site and the Corporate Director of Quality at PCSI headquarters. Together, these professionals identify service breakdowns, determine root causes, implement corrective actions, and verify effective service performance. This network of oversight guarantees that our customers receive the attention, responsiveness, and accountability they deserve.

PCSI managers implement Lean principles and initiatives that lower costs, increase efficiencies, and improve performance. Customers benefit from this proactive approach to quality.

**CONTACT PCSI TODAY TO LEARN HOW WE CAN HELP YOU!**