The Commercial QBR That Keeps Restoration Accounts from Going Back Out to Bid

Canonical Web Version: https://restorationintel.com/the-commercial-qbr-that-keeps-restoration-accounts-from-going-back-out-to-bid/

Direct Answer: Facility managers re-bid restoration accounts when they haven't heard from the vendor since the last invoice cleared. A crisp 30-minute Quarterly Business Review (QBR)—scoring arrival SLAs, occupied downtime, file quality, invoice predictability, and emergency contact updates whether or not a loss occurred—is the habit that keeps independents off rebid lists.

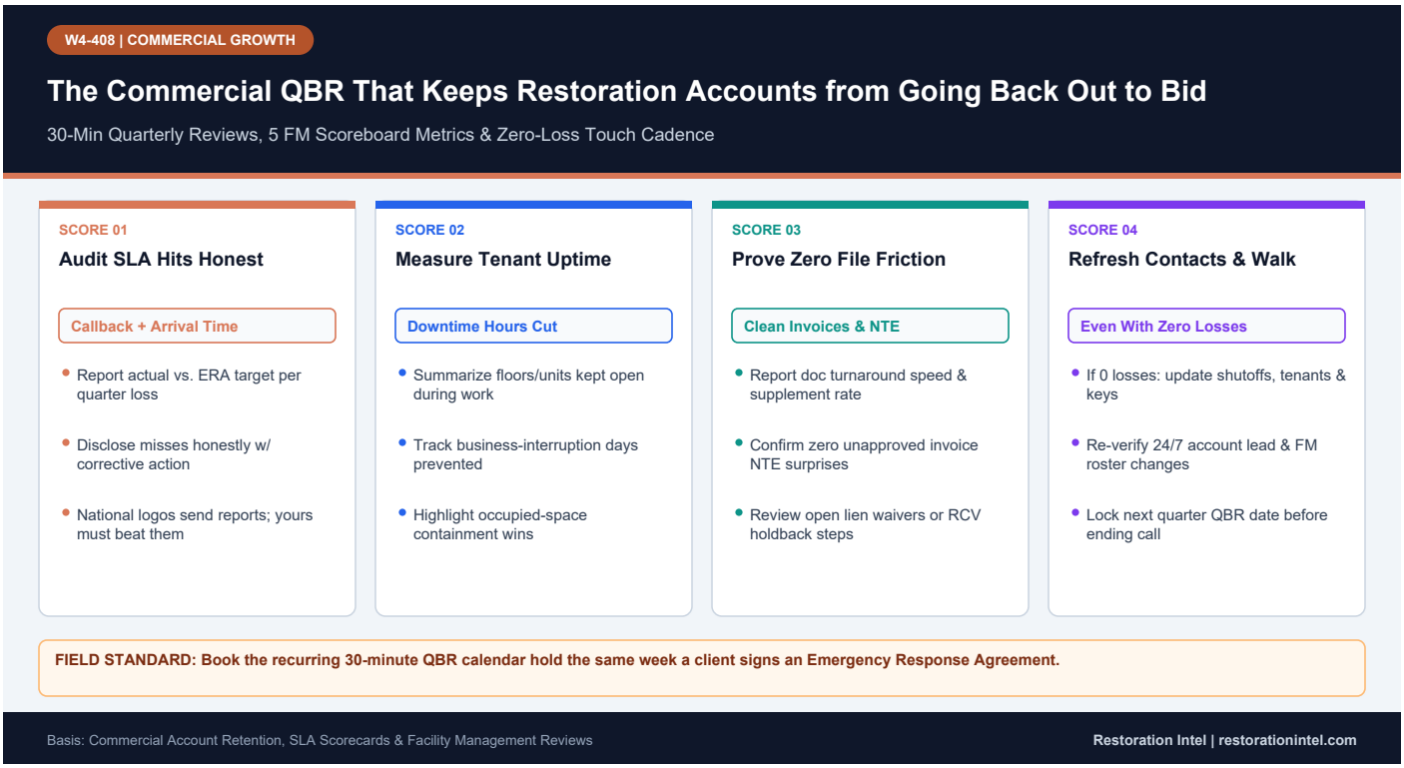
Field Benchmark & Decision Matrix

QBR Agenda Block	Minutes	Data Brought by Restorer	Account Retention Value
1. SLA Scorecard	0-8 min	Callback & on-site arrival timestamps vs. ERA	Proves accountability & operational speed
2. Occupancy & BI Impact	8-15 min	Units kept revenue-open & containment stats	Connects restoration directly to NOI/uptime
3. File & Budget Hygiene	15-22 min	Closeout packet speed & zero NTE surprises	Builds deep trust w/ corporate AP & risk
4. Site / ERP Updates	22-27 min	New valve photos, tenant turn & key/code changes	Delivers value even in zero-loss quarters
5. Next-Quarter Action	27-30 min	Open maintenance items + booked next QBR slot	Locks relationship permanently off RFP list

Practitioner Operational Takeaways

- Never confuse taking a facility manager to lunch with a Business Review—bring a clean 1-page scorecard tracking SLAs, uptime, files, and NTE accuracy.
- Run the QBR even in quarters with zero emergencies by refreshing building ERP contacts, walking newly renovated wings, and flagging moisture maintenance risks.
- Address any SLA miss or friction point proactively with your root-cause fix before competitors hear about it at bid renewal.
- Put QBR recurring invites onto both calendars on the exact day the Emergency Response Agreement is signed.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/the-commercial-qbr-that-keeps-restoration-accounts-from-going-back-out-to-bid.md
- **How Facility Managers Choose a Restoration Vendor:** https://restorationintel.com/how-facility-managers-choose-restoration-vendor/
- **Recurring Commercial Revenue: Cintas/ABM Cadence:** https://restorationintel.com/recurring-revenue-restoration-cintas-abm-ecolab-grainger/
- **Emergency Readiness Plans: Commercial Sales Wedge:** https://restorationintel.com/emergency-readiness-plan-restoration-sales/