



**RESPOND**

**RAD**

**DELIVER**

**ATTEND**

The RAD principle —Respond, Attend, and Deliver— is a fundamental DIB strategy. DIB team members apply these core principles to every project we tackle.

When it comes to the installation teams of Audio Visual (AV) systems, DIBAV is renowned for our technical abilities and way we deliver results.

## Respond:

As an education-focused organisation, **we understand your institution's scheduled timing and cycle.** So, our ability to work during extended holiday periods for larger projects is crucial to you, as is our understanding of your need to make your AV needs operational before the next lessons get underway. We can often (given adequate lead time notice) complete urgent installations after school or during recess. Whenever and wherever you have an installation need, we will always find ways to respond to it as quickly as we humanly can.

**We always behave as though we're employees, not contractors.** As a result, we'll be responsive to your needs, and our relationship will be based on a firmer foundation. We won't be with you for just one job; our goal will be to become a trusted, long-term partner who knows how your school works and when and how to schedule work in and around your timetable.

Give us your timeline and we'll be happy to investigate the size of your project to make sure we can achieve your vision right on schedule.

## Attend:

Projects go through a special setup process to make sure they'll run smoothly.

**Our pre-installation check goes through several layers:**

system design confirmation; job raise (the process of taking an approved project and converting it into a set of documents for the installation team to abide by), project hand over (from the sales team to the installation team and

programmers), and final pre-installation review through to project start. Each layer double-checks specific job details to make sure we can reliably deliver the proper outcome given your crucial timeline.

**Our technicians' keen eye for detail and adept listening skills help guarantee that we'll achieve the aesthetic look you envision for your installation.** We'll always do our best to send the same techs to your sites to establish a deep relationship and understanding about your expectations.

Aesthetics matter. We care deeply about how your system will look and operate.

We clean up after ourselves and recycle what we can of the leftovers, too.

## Deliver:

**We're determined to deliver the results you need.** At DIB we don't shy away from challenges. When you want your cables hidden, we find a way. When you have a tricky mounting installation that must look good and finish on time, you'll get it! We'll even coordinate with other trades

**Your project will be precisely managed via internal dedicated project management channels.** These channels make it fast and easy for onsite technicians to clarify design decisions and get other answers that will keep your project running smoothly. Management of your project includes knowing when key stock is available, understanding when third party tradespeople have been scheduled in, and being able to get answers fast to keep the project running smoothly.

**Stock management:** we'll pre-order or advance order your required materials when they're possible to forecast during your busiest times of the year, so you'll never have to wait for them to arrive before we can proceed. We'll keep them on hand locally because we know your AV needs are crucial.

to help ensure a timely outcome that will leave you beaming.

**We're determined to deliver great outcomes on time and on budget.**

## OUR VALUES

Central to our ability to deliver impressive AV installation experiences are our people, all of whom share the following DIB core values:



**Honesty**



**Determination**



**Competitive**



**Workplace Pride**



**Respect**

At your service since 1999, DIB can crow about many of our employees whose tenures exceed 10 and 15 years. When it comes to time served "in the trenches" of AV consulting and installation, you'll find very few others with similar histories of employee dedication, excellence, satisfaction and retention.

We're an AVIXIA (Audio Visual and Integrated Experience Association) Corporate member and make regular use of their extensive training programs. We also have Certified Technology Specialists (CTS) on staff.

📍 9-11 Percy Street, Heidelberg West, Victoria, 3081

✉ info@dibaustalia.com.au

☎ (03) 9457 4800 📠 (03) 9457 4801

🌐 www.dibaustalia.com.au



**AVIXA** Member