

SHOULDERING THE BURDEN

A 100-percent woman-owned business founded in 2000, Quality Business Solutions, Inc. (QBS) offers a wide and comprehensive range of integrated PEO/ASO services, including payroll administration, unemployment management, insurance, benefit administration, human resources, workers' compensation and tax reporting, that can be tailored to meet each company's individual needs. The company employs a team of experts familiar with the most innovative and advanced business processes and strategies in these areas, providing a cost-effective outsourced solution for non-core business functions.



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As the Chief Operations Officer at Quality Business Solutions (QBS), David Evette is responsible for leading the day-to-day work of the firm, and spearheads business development efforts, client onboarding and maintaining the high levels of customer service that have become its hallmark.

“At QBS,” he describes, “we are focused on taking the burden of this type of work away from our clients. We want to enable business leaders and owners to devote the proper focus on what’s most important to their businesses – growing and leading their teams to success. We do this by creating long-term, cost-conscious, turnkey solutions that improve productivity, minimize risk and drive value.

“We currently work with organizations ranging in size from 5 to 50,000 employees in 48 states across the United States. Due to the nature of our business, we are also able to serve a very broad range of industries. The paperwork that needs to be filed for taxes, workers’ compensation, and benefits is very similar whether our clients are in hospitality, manufacturing or healthcare.”

In addition to bringing more than 25 years of deep payroll, tax, benefits and insurance expertise to his current role, David also has an affinity for identifying and implementing advanced technological solutions to drive efficiencies and improve business outcomes for both QBS and its clients.

“We work closely with a trusted group of vendors and partners who are constantly sharing new and different product and service offerings for our clients. We carefully vet these different products and services to ensure that everything we offer is of the highest quality, while also remaining competitive.

“Furthermore, we encourage our team members to share ideas for improvement, and to help out other team members whenever possible. We strive to develop true partnerships with our clients in order to protect their interests and help them grow by staying current, anticipating the needs of their business, being forward-thinking, passionate about growth, and being entrepreneurial ourselves. Our guiding principles foster an atmosphere of collaboration, cohesion and shared-interest, all in the name of partnership.”



This leads David to discuss the importance of effective staff management in pursuit of the company’s wider goals. “Before you can manage a staff, you have to build a workforce that can work well together in order to achieve success year over year. As we’ve grown over the years, we’ve made it a point to surround ourselves with outstanding employees who not only have the skills required for the positions they fill, but whose values also align with our own. Our team has made customer service their number one priority they take great pride in everything they do.”

QBS was only a very young company in 2001, and controlling growth to sustain the business was a tremendous undertaking. The events of September 11th impacted every business from top to bottom, and David reflects that this was a watershed moment for such a young firm. “We not only had to worry about our business, but also our clients’ businesses. The things we learned during this tumultuous time taught us the value in making continuous improvements to remain as efficient and effective as possible.”

The PEO industry is constantly changing and shifting along with the changing political and regulatory landscape, according to David. As a result, the world of employee payroll, benefits and HR will continue to present major challenges and obstacles for growing businesses. It is the core objective of David and his team at QBS to stay on top of all of these changes so that they can be good

stewards for the clients they represent. Within that, technology is seen as a great benefit in that it makes the sharing and disseminating of information much easier.

“We continue to invest in and upgrade our technology in order to provide the best customer experience possible. We have added employee onboarding to our technological capabilities which allows our systems to not only accept information from time and attendance devices, but also to send information to the time clocks to update data electronically. In terms of security, we have undergone a SSAE 16 SOC 1 Type II audit on our systems each of the past six years.

“In terms of our industry, I think we need to continue to educate the market on the value that PEOs bring to the table. In our experience, there are many people in the business world who have never heard the term PEO and have no idea what we do. It’s our job to overcome this obstacle and continue to gain more visibility and find our voice in the business community as a whole.”

QBS currently operates in 48 states, with its PEO and ASO clients combined. Maintaining a focus on remaining close to home over the next few years, David hopes to expand the company’s reach locally and regionally, in order to better serve the myriad businesses located within the South-eastern United States.