

dormakaba Multihousing Distributor Partnership Certification (MDPC)



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Introduction

This document will clarify requirements, processes, and guidelines that distributors of dormakaba products will need to follow to become dormakaba Multihousing Distributor Partnership Certified. This reference document should be used for training new distributors during the certification process, or by the certified distributor company during the onboarding of new staff members. This will ensure full compliance when contracted by dormakaba to perform installs, service, and training work.



Mission Statement

dormakaba will engage the best service professionals in the industry, provide them with quality training, support, and collaboration to deliver dormakaba labor products with top quality and world class customer service!

Certified distributors need to represent dormakaba core values

1. Customer First - Go the extra mile, listen to the client, and keep your promises
2. Performance - Reach the goals, find solutions, and deliver with top level customer service and support
3. Curiosity - Ask questions, show empathy, respect, and support others
4. Courage - Admit to your errors, receive feedback, share your opinions, and be open to change
5. Trust - Integrity is the cornerstone, high ethics, support local laws, and maintain clear communication

Multihousing Distributor Partnership Certification (MDPC) Training

dormakaba will coordinate annual re-training on Multihousing hardware and software. The frequency of these sessions is dependent on current volumes, current capacity to cover these volumes in certain regions, and within a reasonable time frame.

Contact Information

Starting your journey to earn dormakaba's Multihousing Distributor Partnership Certification (MDPC) is easy! Contact your Sales Representative by [downloading this PDF with updated Multihousing Sales Contacts](#).

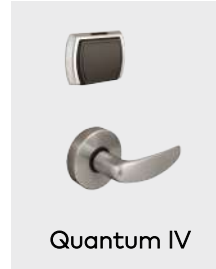
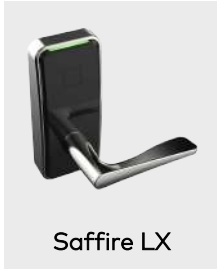
Product Knowledge and Sales Resources



Product knowledge and sales resources are collected here for your convenience. Follow these links to download product cut sheets, marketing videos, templates, and instruction manuals.

Click on each image to link to the documentation.

Locks



Perimeter Controller Options



Industry Knowledge and Product Training



Industry knowledge changes rapidly and dormakaba will support you with topical videos, industry training, and 1-on-1 education.

Click on the title to view videos and participate in education.

Title	Description
The Future of Multihousing: Connectivity	dormakaba's Multihousing team has a commitment to providing our customers with operational efficiency and performance that come through connectivity.
dormakaba Discovery Center: Multihousing Solutions	Take a look at dormakaba's Multihousing and Vacation Rental smart electronic door locks and how you can implement them with mobile credentials.
Tour the Discovery Center In-person Tour Virtual 3D Tour	Discover the ways we partner with you, our customer, to develop and provide innovative solutions that solve your challenges and deliver improved efficiency. When you visit our dormakaba Discovery Center, you'll have a one-of-a-kind experience that reveals how we become your trusted partner to make access in life smart and secure.
Multihousing Boot Camp	Contact your Sales Representative to schedule the Multihousing Boot Camp.
Multihousing Price Book Education	Contact your Sales Representative to schedule the Price Book education.

Toll Free: 1.800.849.8324

<https://www.dormakaba.com>