

Nike Work - it is used in our monthly news letter.

changed forever."

"It's a good start to the year, but we're far from done," said Craig, who pointed to a recently released J.D. Powers and Associates customer satisfaction study that placed Andersen sixth overall.

"We need to ask ourselves, what can we do to earn



A series of lighting stanchions make for a great temporary desk for these four sales representatives during a break from last week's conference. From back to front: Ben Root, Gene Cahn, Alan Hupp and Jim Reidy.

a higher score?" he said. "The basics come first: On-time deliveries, making it easier for our customers to do business with us, improving our initial quality, finding solutions to problems that arise and gaining a clear understanding of our customers' perspective."

"Products are only part of the equation. It's the customers' experience that we must not forget."

'I Can't Say Enough About Andersen's Response to Issue'

Tim Carter, an award-winning builder and remodeler, also is a well-known writer: He writes a syndicated newspaper column on home improvement, writes the content for his popular web-site www.askthebuilder.com and also writes a free e-newsletter, AsktheBuilder News.

The June 1 edition of AsktheBuilder News included a story about an experience Tim had working with our company to resolve a problem he had with the Andersen® windows in his home. Here is what Tim wrote:

Last week I was getting ready to test exterior paint colors on my house here in New Hampshire. The house has a mix of dark green Andersen casement and double-hung windows. The house was built in 2002, and many of the vinyl parts of the windows have experienced significant color fade. I wanted to get rid of the fade so I could get the correct complementary colors on the body of the house.

I called Andersen to see if there was a wipe-on product that would restore the color much like you do with automotive vinyl. Much to my surprise, I discovered the vinyl color fade is covered under warranty.

The Andersen folks sent out a professional painter, John Resnick, with his crew to apply a special lacquer coating that matches the original finish. John's sister, Lizzy, and another employee, Randy, make up the team.

John, Lizzy and Randy do interior and exterior painting, wallpaper work and commercial painting. He told me he services much of Massachusetts, southern Vermont, New Hampshire and Maine. If you need a quote from a real professional, give John a call. 978-831-3924. Be sure to mention my name! Wait until you see the trailer he brings to the jobsite. Wow!

If you have some of these faded green Andersen windows, I suggest you contact Andersen now and get them taken care of. To the best of my knowledge, no other Andersen windows are suffering this fading issue.

I can't say enough good things about Andersen's response to this situation. It's refreshing to see companies that respond positively to problems. All too often companies run away from predicaments instead of running towards them. Remember, only contact Andersen if you have the dark green windows like mine.

Tim calls himself "a huge fan of Andersen" and estimates he has installed thousands of our windows over the years.