



NEWS

Pella® Windows & Doors

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GuildQuality names Pella Certified Contractor® Customer Satisfaction winners
PELLA, IOWA – March 31, 2010 – GuildQuality, the leading provider of customer satisfaction surveying and performance reporting for home improvement companies and builders, announced 2010 Pella Certified Contractor® GuildQuality Customer Satisfaction Award winners. The award recognizes contractors delivering an outstanding customer experience, specifically for their Pella®-installed jobs. Award winners who achieved greater than a 90 percent recommendation rate on their homeowner surveys, and are current members of the GuildQuality community of quality include:

Member	Local Pella Distributor
Schmidt Exteriors	Chicago
Penn Contractors	Philadelphia
Premier Quality Windows & Siding	Chicago
Energy Efficient Construction	Detroit
Window Outfitters	Minneapolis
Tudron Construction	Chicago
Apex Remodeling & Construction	Chicago
Rusco Window & Door	Chicago
The Woodshop, Inc.	Chicago
Assurance Builders	Phoenix
Swanson Installation	Chicago
Professional Home Services	Chicago
Normandy Builders	Chicago
Boardwalk Builders, Inc.	Washington, D.C.
B.W. Construction	Chicago

“At Pella, we are dedicated to providing our customers with an outstanding service experience.

One of the many ways we insure customer satisfaction, is through the expertise of our independently-owned Pella Certified Contractors[®],” said Jarred Roy, Pella Corporation trade marketing manager. “These award winners have demonstrated outstanding customer service and quality, as measured by a third party surveying company, and have represented Pella well in the process of installing new Pella Windows or Doors.”

“This impressive list of winners have distinguished themselves as outstanding members of our community of quality, and deserve to be recognized for their commitment to excellence” said Geoffrey Graham, chief executive officer (CEO) of GuildQuality.

About Pella

Pella Corporation is a leader in designing, testing, manufacturing and installing quality windows and doors for new construction, remodeling and replacement applications.

As a family-owned and professionally managed privately held company, Pella is known for its 85-year history of making innovative products, providing quality service and delivering on customer satisfaction. Headquartered in Pella, Iowa, the company is committed to incorporating new technologies, increasing productivity and practicing environmental stewardship to create satisfied customers.

Pella manufactures quality windows, patio doors and entry door systems sold through a Direct Sales Network operating Pella[®] Window & Door Showrooms across the United States and Canada. Follow Pella on Twitter.com @Pella_News.

About GuildQuality

[GuildQuality](#) provides customer satisfaction surveying and performance reporting for over 500 homebuilders, remodelers, and replacement contractors in North America. GuildQuality collects feedback directly from homeowners and reports back to the building professional through a Web-based service. GuildQuality achieves a 70 percent response rate to its surveys, which includes comment-rich qualitative feedback in addition to quantitative ratings. For more information, call 888-355-9223 or visit www.guildquality.com.

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