

# Total commitment

Increase Sales and Customer Satisfaction

Merillat **Kitchen IQ** = Today's Smartest Kitchens:  
Smarter kitchens. Better homes. Happier customers.

## What is Merillat's Total Commitment Promise?

We are investing in industry leading environmental efficiency processes and production systems and methods. These improvements assure you of on-time completed delivery, simplified ordering and education and training to help you in improve your process and increase your bottom line. All of this from a number one ranked builder brand, with strong consumer presence.

### Speed and Service

#### 5-day delivery

Merillat has revolutionized the industry with 5-day ship of standard finishes. This helps us help you serve your homebuyers better, cutting down lead times and increasing productivity.

#### 3-day Replacement Parts

We know nothing is more frustrating than putting a job on-hold to wait for replacement parts. Our 3-day replacement parts program serves this need to provide you with on-time closings.

### Nationwide Network

Merillat has you covered with regional manufacturing plants, branch service centers national kitchen and bath dealer network and over 100 sales and service professionals in the field.

### Environmental Responsibility

#### Tomorrow's Thinking Today

From our lean manufacturing techniques to our facilities, we are reducing and reusing waste developing products that contribute to a homes the overall indoor air quality. Our products are also in compliance with the most stringent air-quality standards such as CARB 09 (California Air Resources Board). You can rest assured you are providing your customers with an environmentally safe product.

### Environmental Certifications

#### ISO 14001

We are proud to be the first company-wide organization in the cabinet industry to meet the certifications set under International Organization for Standardization (ISO 14001).

The certification requires us to put in place and implement a series of practices and procedures that, when taken together, result in an environmental management system (EMS).

### Kitchen Cabinet Manufacturers Association (KCMA) Environmental Stewardship Program (ESP)

This certification program evaluates our commitment to the environment regarding:

- Energy efficiency
- Recycling
- Reducing the amount of greenhouse gases we are emitting
- Community sponsorships



To learn more about Merillat's **total commitment** as well as other areas of Merillat's Kitchen IQ, log onto [www.merillatbusiness.com](http://www.merillatbusiness.com).

