

IN THE NEWS

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Florida Custom Marble Attains Certification from National Housing Quality Program

*Company is First in Florida Among Countertop Contractors
Only Northeast Florida Trade Contractor to Achieve Certification*

JACKSONVILLE, Fla. (May 1, 2007) – **Florida Custom Marble, Inc. (FCM)** is pleased to announce that it has been certified through the NAHB Research Center’s National Housing Quality (NHQ) Certified Trade Contractor program. FCM is the first countertop company in Florida, and the only trade contractor in Northeast Florida, to be certified by this prestigious program. According to the association, NHQ certification represents a trade contractor’s ongoing commitment to continual process improvement and customer satisfaction.

FCM president Harlan Bost commented on the achievement. “We are proud to have attained certification, especially being the first countertop company in Florida to have done so.” Bost continued, “Our quality management program helps us to reduce inefficiencies, increase customer satisfaction and improve profitability. All of this helps our builders sell homes and reflects our commitment to the building community.”

The NAHB Research Center created the NHQ program to help further the quality standards of trade contractors in the home building industry. In order to become certified, a contractor must have well-documented management processes; implement a customer-focused quality management system that meets NHQ trade contractor requirements; and participate in a rigorous audit by NAHB Research Center quality experts.

Since implementing a quality management program for NHQ certification, FCM has observed an increase in overall workmanship. “We audit at least 10% of our jobs on a weekly basis, and our lead installers self-inspect every job,” said Chuck Barnhart, Installation and QA Manager for **FCM**. “Since the quality program was implemented, and documented processes and procedures were clearly laid out, we have seen the product and installation quality substantially increase.”

For more information on the NHQ program, visit www.nahbrc.org/quality.

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Florida Custom Marble, Inc. has served North Florida’s designer surface needs for over 30 years. Our designer surfaces include granite, travertine, soapstone, Zodiaq®, Corian®, and cultured marble. Florida Custom Marble is proud to be a member of the Northeast Florida Builders Association, the Remodelers Council, the International Cast Polymer Association, Marble Institute of America, and the First Coast Manufacturers Association. Recently, the company earned the prestigious certification of the National Association of Home Builders as a certified Trade Contractor. For more information please call 904-737-4513, visit our website at www.FloridaCustomMarble.com, or stop by our showroom located at 4566 St. Augustine Road.