



Ten Qualities to Look for in a Vendor Partner

In business, as in the rest of life, relationships matter.

Surrounding yourself with the right people can mean the difference between success and failure in any large commercial project. Whether it's the architect, designer, contractor or installer, choosing quality products *and* quality people always pays off in the long run. Here, 10 qualities to value when choosing a commercial vendor:

1. **The company has relationships with leading carpet, hard surface and installation products manufacturers.** With established relationships in place, the contractor can negotiate the most competitive pricing and leverage that purchasing power to get the best performance.
2. **The company has partnerships with service providers for everything from waterproofing and maintenance to logistics and distribution.** You want your vendor to offer advice and solutions related to pre- and post-installation aspects, ensuring production is expedited and project schedules are met.
3. **The company is aware of and coordinates with other trades on the project, in addition to navigating flooring and installation logistics.** You want a team player that gets the big picture rather than a company that always looks to shift blame.
4. **The company is willing to help facility managers and end users manage costs down the road.** Many factors affect a project's return on investment, like maintenance, inventory control, and expansion and renovation planning. You want someone who understands these issues and helps you plan for them.
5. **The company is stable and experienced.** Companies that have been in business for a long time have the best financial strength and know how to estimate all aspects of a project to make a profit and satisfy customers. Stay away from less experienced, low-cost vendors who may cut project corners, underestimate jobs and live job to job to make ends meet.
6. **The company isn't tied to certain brands or products.** You need unbiased advice about the best solution for your installation. Unlimited product choices deliver optimum project results.
7. **The company has experience designing custom solutions and troubleshooting problems.** No two flooring jobs are alike. Custom projects often require creative thinking, and even routine installations may encounter issues. This is when working with the right partner can make or break a project.
8. **The company has outstanding referrals, references and testimonials.** Good work speaks for itself. There's no better endorsement of how a company does business than its customers and business partners. Ask for relevant references and beware if you sense any hesitation to provide them.
9. **The company will guarantee its work.** You want a vendor who not only backs up his work in writing and who uses manufacturer's guidelines and materials to ensure your warranty, but also has relationships with the mills to help you if you encounter product-related installation issues down the road.
10. **The company has a client-first philosophy.** A good partner is aware of and respects your concerns, and makes recommendations based on your needs and requirements, not his convenience.

We want to be your trusted partner in ensuring and extending the value of your flooring investment. Contact us today to schedule a consultation.



Quality Service's three independent operational divisions – **Floor Covering, Stone & Marble, and Commercial Maintenance** – work together to provide every customer with an exceptional total flooring solution.