

THE KITEMARK BOOSTS MOMENTUM FOR ADAM WINDOW CENTRES OF TUCKTON

Adam Windows, one of Dorset's most successful home care specialists, has become the first company in the county to achieve the accolade of gaining a Kitemark licence from BSI for installing windows and doors, and for carrying out the surveys associated with this work.

The Kitemark licence, which was presented to the company at a ceremony held at its Bournemouth premises on Friday 7th August, was granted only after BSI had carried out an in-depth audit of Adam Windows' operations, which included examining samples of the company's work on site.

"We've been in business for more than 15 years," said Adam Windows' Managing Director, Peter Rowles, "and, throughout that time, we've always achieved excellent growth, mostly through recommendations from satisfied customers. However, we're never content to rest on our laurels, so we decided to go for a Kitemark licence to help us maintain our business momentum."

A key factor in the company's decision to become a Kitemark licensee was the exceptional status of the Kitemark symbol, which is trusted by 88% of the UK adult population as a mark of quality, and the sign of a reputable company. Adam Windows is already taking advantage of the permission granted to licensees to use this prestigious symbol on its stationery and publicity material, and will shortly be adding it to company vehicles.

“The Kitemark audit was a searching process, and through it we learned a lot about our own operations,” said Peter Rowles, “as a result, the service we give to our customers, which was already widely acknowledged as being outstanding will, in future, be even better. And, of course, our customers can be totally confident that our high standards will always be maintained, as BSI will carry out repeat audits at regular intervals.”

“We’re certain that our Kitemark licence will be a valuable asset for us and for our customers,” said Peter Rowles. “A good deal of effort was involved in obtaining it, but BSI was very supportive throughout the process, and I must emphasise that this had been a tremendous team effort from our management, surveying and installation teams in achieving this very prestigious award”.