

100

THINGS

Contractors Should
Expect From Their
Steel Building Supplier



 **CORLE**™
BUILDING SYSTEMS

Building trust in steel.



CORLE™

BUILDING SYSTEMS





Dear Metal Building Contractor,

Over the past several years, challenging economic conditions have had an adverse affect on many businesses. The metal building industry is no exception. Some building manufacturers have cut production, shifted production to other facilities, or closed completely, causing genuine concern among contractors and erectors. Time is money in the construction business. Any interruption in the delivery of products and/or services can be costly.

As one of the leading metal building manufacturers in the country, Corle Building Systems continues to deliver high-quality pre-engineered metal buildings to its growing network of builders, on time and priced competitively. Located in South-Central Pennsylvania, our modern facility and highly skilled staff are ready now to help with your metal building and component needs.

If your business is feeling the pinch of long turn-around times, product quality issues, uncertain availability or delivery delays, please let us know how we can help.

For more information about Corle Building Systems, please visit our web sites at www.corle.com, or www.corle1.com for mobile device users.

If you are interested in becoming an Independent Authorized Corle Builder, please call me at 814-276-9611.

Sincerely,

A handwritten signature in black ink that reads "Frank". The signature is written in a cursive, flowing style.

Frank Kmetz
National Sales Manager
Corle Building Systems
fkmetz@corle.com

1. Understanding of the Contractor's Point of View



John Corle

Our Contractor Heritage

Corle Building Systems are contractor-friendly metal buildings because they are designed and manufactured from a contractor's perspective. Long before we became a manufacturer, we were a metal building contractor. We knew there had to be a better way to engineer and erect metal buildings. To that end, we built a state-of-the-art plant that combined design features from the construction trades with streamlined manufacturing techniques. The discipline of IAS AC-472 accreditation (U.S.) and CSA-A660 certified quality (Canada) is evident from start to finish. The end result is the strongest, most efficient and most corrosive-resistant metal buildings on the market today. Corle buildings set the industry's benchmark for quality.

We make it possible for builders to provide competitive pricing, fast construction and on-time completion by delivering complete building systems. We design and manufacture rigid frame clear span buildings of all sizes. Our projects

range from manufacturing plants, commercial buildings and warehouses, to schools, churches and recreational facilities, to airplane hangars, climate-controlled facilities and other multi-use structures. No building is too large or too complex for us. And every Corle building is built on a foundation of personal service that has become our hallmark.

2. Drawings to You in Less Than a Week

“When do you need your drawings?”

The wait for anchor bolt and reaction drawings can seem to take forever, especially if you're not sure when the manufacturer will send them.

But, if your building is a Corle building, you'll know, because we'll ask, “When do you need your drawings?” Then, we'll confirm a date for delivery.

Anchor Bolt /
Reaction Drawings
1 to 2
DAYS!

Building
Drawings
3 to 5
DAYS!

CORLE

If you're waiting for more than two weeks for drawings, you're waiting too long. And as we all know, time is money.

At Corle, it's all about customer service - from the time your order is placed, until the time you take delivery of your project, and beyond. Corle delivers!

CORLE DELIVERS!

3. Buildings Shipped in 4 to 6 Weeks*

**Before we were manufacturers,
we were (and still are) contractors.**

**We know the importance of
fast turn-around times.**



***Except for very complex projects,
most Corle buildings deliver
in 4 to 6 weeks.**



4. A State-of-the-Art Manufacturing Facility

The Corle Building Systems Plant

Corle Building Systems' modern, IAS AC472 (USA) and CSA A660 (Canada) certified, 165,000 sq. ft. manufacturing facility is located in the central Pennsylvania community of Imler.



A highly trained staff of craftspeople utilizes state-of-the-art equipment to produce complete metal building packages, including a variety of wall panels and standing seam roof systems.

The plant is designed for maximum efficiency, resulting in higher quality, reduced costs, shorter lead times and faster occupancy for the end user.



Our latest plant expansion and improvement project includes a 33,000 sq. foot addition that houses our multi-station paint line with shot blaster and cure oven.



Through continuous modernization and growth, the use of new technologies, and finding new ways to improve production line efficiency, Corle continues to demonstrate its commitment to providing its customers with the highest quality products and best value possible.

5. A Quality-Certified Production Process

IAS AC472 Accredited (USA) CSA A660-10 Certified (CANADA)

IAS AC472 (USA) accreditation and CSA A660-10 certification (Canada) marks the completion of thorough and rigorous annual evaluations of every important aspect of our business -- management, order processing, design and manufacturing.



These audits are conducted by independent auditing companies -- The International Accreditation Services (IAS), and Standards Council of Canada (SCC), respectively.

Current certificates are posted on our web site, www.corle.com. IAS and CSA certifications are important milestones for Corle Building Systems. They symbolize the dedication to excellence on the part of each and every one of Corle's employees, while yet again demonstrating the "Corle Commitment" to provide our customers with a product of unsurpassed quality and performance.



6. Guaranteed On-Time Delivery

“When would you like your building delivered?”

While other metal building manufacturers schedule deliveries according to *their* own timetable, Corle Building Systems delivers to *YOURS*.

You won't hear us tell you which day your building will be delivered. What you *will* hear is --

“When would you like your building delivered?”

Whenever possible, we deliver direct to your job site on our own trucks. The 7AM “trailer at the job site” means our truck is waiting for your crane by 6:45AM. We guarantee it.



At Corle, it's all about customer service -- from the time your order is placed, until the time you take delivery, and beyond. We're dedicated to service after the sale, too.

CORLE DELIVERS!

7. Experienced, Responsive Customer Service Team

“The customer is the focus of everything we do.”

-- John Corle



Corle Customer Service Team

Our knowledgeable, courteous, experienced staff is always ready to serve our network of authorized independent builders.

A Customer Satisfaction Survey with Every Order

We request contractor feedback on every building we ship.

Every completed and returned survey is reviewed by Corle's management and customer service teams. If any follow-up is needed, it is done immediately.

CORLE BUILDING SYSTEMS Customer Satisfaction Questionnaire
Corle Building Systems is committed to providing the highest quality product and best customer service possible. Please help us by filling out the survey below. Please use the enclosed self-addressed stamped envelope to return it.

Company Name: _____ Phone: _____
Contact Name: _____ Project Name: _____

Was this your first time ordering a Corle building? Yes No
Did you use "Corle QuickQuote" to place your building order? Yes No
Did your Corle District Manager place your order for you? Yes No
Would you like to receive Corle QuickQuote training? Yes No

Level of Satisfaction Scale:
(Please circle your choice for each item listed below)

	1	2	3	4	n/a
1. Received quote in a timely manner.					
2. Received anchor bolt drawings in a timely manner.					
3. Received approval drawings in a timely manner.					
4. "Clarification" issues handled to your satisfaction.					
5. "Change Orders" handled to your satisfaction.					
6. Level of service provided by your Corle District Manager.					
7. Building delivered on time.					
8. Corle delivery person courteous and helpful.					
9. Condition of order after unloading (material shortages/damages, etc.)					

We're always looking for customer feedback to help us improve.

8. Helpful On-Line Applications & Tools



QuickQuote™



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Easiest Way to
Quote and Order
a Steel Building!***

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9. Job Site Assistance

Your success
means our success.



That's why we pledge to support our builders every step of the way and promise to deliver the highest level of customer service.



10. Environmental Responsibility



Our commitment to providing the benefits of environmentally friendly products.

The color green has always held a place of high importance for Corle Building Systems. It has been the primary corporate color since our company's beginning. In recent years, however, "Corle Green" has come to represent our commitment to providing our customers with environmentally friendly processes and products.

Did you know?...

At the end of their useful life, about 88% of all steel products and nearly 100% of structural steel beams and plates used in construction are recycled into new products — a truly amazing reclamation rate!



Recycling



Conservation



Sustainability

"I am writing to let you know that we are very pleased with the fabrication of your building. All drawings, engineering documents and materials were delivered on time without mistakes or mis-fabrications.

There was no damage during shipping, delivery was as scheduled. We had critical dimensions for door openings located in the foundation that were factory fabricated and matched perfectly. We did not have any shortages or overage. Literally, there was not even one tear in the insulation while installing.

The result was a happy customer, erecting without delays and quick payment with no reason for delay. I thank everyone for their hard work and attention to detail."

*Robert Bouvier, President
All Metal Buildings*



"Last week a metal building salesman stopped in and, after seeing the Corle plaques in our lobby, asked me if we ever considered hooking up with a "national" supplier. I just chuckled and told him we've been there and done that, and that over the last ten years, we've found the convenience of Corle's location and the tremendous flexibility Corle gives us in scheduling deliveries makes Corle the logical choice for supplying most of our projects."

*Neil Glick
PAME Construction*

CONTACT US

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Business Hours:
Mon-Fri, 7AM-5PM (Eastern)

For more information, visit our web sites:

www.corle.com

www.corle1.com

(for mobile devices)

www.corlecomponents.com



Building Trust In Steel

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Frank Kmetz

National Sales Manager
fkmetz@corle.com

If you would like to learn how your company can become a part of the growing network of Authorized Independent Corle Builders, please give me a call!



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