

Customer Checklist

In an effort to better service our valued customers, Mohawk is in the process of completely overhauling our order entry procedures. By utilizing Lean Sigma methodologies we identified many opportunities that will allow us to significantly reduce our order processing and acknowledgement lead-times.

We also identified areas where customer input is essential to our improvement. To process orders correctly and in a timely manner, complete and accurate information is vital to our order process. Occasionally this information is missing, which can lead to delays in the completion of your order acknowledgments.

Attached is a checklist of commonly missed information, which our research indicates a fax or email is needed to request clarification of order specifications. Please consider referring to this checklist for every Mohawk Door order to assist us in expediting your order acknowledgement.

Thank you for your continued support of Mohawk Flush Doors.

Mohawk Customer Order Checklist



Orders need to include all the following information:

- 1 **PURCHASE ORDER NUMBER & JOB NAME**
- 2 **SHIP TO ADDRESS WITH CONTACT & PHONE NUMBER**
- 3 **APPLICABLE QUOTE NUMBER - IF ANY**
- 4 **UNIFORMLY NUMBERED MACHINING SHEETS**
- 5 **COMPLETE VENEER INFORMATION**
(I.E. - CUT, NATURAL or WHITE, GRADE, MATCH, PREFINISH, CUSTOM COLOR APPROVALS)
- 6 **CONSTRUCTION & CORE TYPE**
(I.E. COMMERCIAL or ARCHITECTURAL, PC, SCL, ETC.)
- 7 **FIRE DOOR SPECIFICATIONS**
(I.E. NEUTRAL or POSITIVE PRESSURE, CATEGORY A or B, METAL OR METAL FREE EDGES)
- 8 **COMPLETE MACHINING & HARDWARE LOCATIONS**
- 9 **SPECIFIED HARDWARE TEMPLATES**
- 10 **SPECIFIED ELEVATIONS**
(APPLIED MOLDING, MASTERPIECE, VISION LITES)