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Made in NYC Company of the Month Archives



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Window-Fix

www.windowfixinc.com



Quick Poll

In the last six months have you contacted the city for business assistance?

- Yes
 No

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While many businesses have been struggling in this current economic climate, Window-Fix has successfully managed to remain afloat. However, instead of lightening their load and cutting back on costs, President Ernie Cappello has decided to invest in his company by applying for ISO 9001 certification, further developing his website, vigorously training and building a new sales team, and much more. Ernie says, "We want to focus on getting better and that doesn't mean cutting back on services to our customers".

Window-Fix installs, repairs, and produces all kinds of windows, both residential and commercial. They install complete replacement windows or any type of glass for windows and doors, including Self Cleaning Glass and Insulated Glass. Using patented glass-making technology, all of their glass is produced in their 5,000 square foot space in Brooklyn.

Window-Fix currently employs 21 people who are qualified Installation Masters, certified by the American Architectural Manufacturers Association (AAMA). Ernie says finding good employees is one of their toughest challenges yet, which is why the company requires workers to go through a training program. This allows for a strong and knowledgeable employee force that is dedicated to customer satisfaction.

Currently Window-Fix is working on completing their ISO-9001 (International Standards Organization) Certification for early 2011. ISO-9001 is meant to be a tool to help improve the overall quality of products, services and operation. Window-Fix is also seeking the Building Performance Institute (BPI) Certification as well as being certified to conduct Energy Star Home Performance audits for customers. Since conserving energy has a lot to do with glass, Ernie explained, Window-Fix needs to be an expert on energy issues that affect their clients.

Without ever losing sight of what their customers need, Window-Fix is a great example of a company that is doing all they can to maintain a competitive advantage in today's challenging market.