



## Customer Satisfaction Pledge

MDi Built, LLC has a team that dedicates themselves to delivering exceptional construction services that we ensure will exceed client expectations. The cornerstone of our business is our commitment to customer satisfaction.

We pledge to:

1. **Deliver Quality Workmanship:** We guarantee top-quality craftsmanship in every project, ensuring durable and appealing results.
2. **Provide Transparent Communication:** We will always maintain open, honest, and timely communication throughout the project lifecycle and ensure clients are informed at every stage.
3. **Adhere to Timelines and Budgets:** We will respect agreed-upon schedules and budgets, ensuring that projects are completed on time and within the client's financial bounds.
4. **Prioritize Safety:** The highest safety standards will be upheld to protect our clients, our employees, and the environment.
5. **Present Outstanding Service:** Our team commits themselves to professionalism, responsiveness, and integrity will all clients and in all interactions.
6. **Guarantee Client Satisfaction:** We seek feedback from our clientele actively and continuously work to meet and exceed the expectations of our clients.

Customer Service:570-857-5180

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1033 Alliance Park Drive Suite 201

Bloomsburg, PA 17815

Residential & Comercial Construction, New Home Builds, Excavation, Concrete, Site Development, Roofing, HVAC & Plumbing, Electric, and Cleaning.

## Preliminary Procedures:

### 1. Project Introduction

- Client Consultation: We will set up a meeting with the client to understand their vision, requirements, and budget.
- Site Assessment: A thorough site inspection will occur to gather essential information for project planning.
- Proposal Development: Our team will prepare a detailed, comprehensive proposal that includes project scope, timeline, budget, and contract terms.

### 2. Planning and Design

- Design Phase: The client will collaborate with our in-house licensed architect and design team to develop their detailed project plan and blueprints.\*
- Permitting: All necessary permits and approvals will be obtained from local authorities.
- Project Scheduling: Our team will develop a comprehensive project timeline where all key milestones and deadlines are identified.

### 3. Pre-Construction:

- Resource Allocation: All qualified personnel, equipment, and materials will be assigned to the project.
- Safety Planning: Your assigned team will develop project plans, schedules, and expectations alongside the client.
- Client Conference: The client will meet with their assigned team to review all project plans, schedules, and expectations.

\*Design Phase applicable to MDi Homes and MDi Construction ONLY\*

## Production Procedures:

### 1. Construction:

- **Site Preparation:** Our field team will ensure the site of construction is project ready, including site clearance and the setup of temporary facilities.
- **Daily Operations:** All teams will have daily meetings to review progress, address issues, and coordinate tasks.
- **Quality Control:** We are leveraging technology and training programs across all branches that will safeguard the quality of all projects and meet established standards.
- **Safety Compliance:** All safety protocols will be included in our training process, refreshed before production commences, and there will be conduction of regular safety inspections.

### 2. Communication:

- **Consistent Updates:** All clients will be provided with regular progress reports that include photos and status updates.
- **Issue Resolution:** Any concerns or issues clients may have that arise will be addressed and resolved promptly and effectively.
- **Change Management:** All changes, big or small, will be managed and documented by the assigned team with approval from the client.

## Closing Procedures:

### 1. Post-Construction:

- **Final Inspection:** A final, comprehensive inspection will be done alongside the client to guarantee that all work meets their expectations.
- **Punch List:** A list of remaining items or touch-ups needed for project completion will be created and addressed in a timely manner.
- **Project handover:** The client will be provided with all necessary documentation including all warranties, manuals, and maintenance guides.

### 2. Follow-Up:

- **Client Feedback:** We will ask clients to assess their satisfaction and identify areas for improvement.
- **Warranty Service:** We will promptly service any issues that may arise that are covered under warranty.
- **Continuous Support:** Our dedicated customer satisfaction team will ensure continued support and maintenance services as needed no matter when production of your project has ended.

# MDiBUILT

We vow to adhere to these principles and procedures as MDi Built, LLC strives to build a lasting relationship with our clients that is grounded in trust, reliability, and excellence in construction services.

Sincerely,

*Daniel C. Good*

**Daniel C. Good, CPA**

**President**

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