

WINDOW REPLACEMENT & REMODELING COMPANY UTILIZES MEP OF LA FOR TRAINING NEEDS THROUGH UPTICK IN SALES DURING AND AFTER PANDEMIC

ABOUT WINDOW WORLD OF BATON ROUGE, LLC. Window World of Baton Rouge is a family-owned remodeling company focused on replacement of windows, doors, and siding. Window World of Baton Rouge services several regions including Baton Rouge, New Orleans, Lafayette, Lake Charles, Houston, Dallas, and Tampa Bay and they rank as the largest home remodeling companies in the nation. Window World also offers design services, custom fabrication, removal & installation services. Window World follows a 3-step process to ensure that the customer is fully satisfied and educated on the product. They understand the need for trained and certified professionals to ensure customer expectations are met.

THE CHALLENGE. Window World faced challenges related to the COVID-19 pandemic, which had an impact on their employee count. This created gaps in knowledge transfer for Window World from employee to employee. The problem was compounded by the impact from Hurricane Ida at the end of August 2021. Window World needed to bridge the gaps in training with less people with a rapidly increasing workload. The Baton Rouge Community College (BRCC) MEP of Louisiana representative, Justin Dedden, part of the MEP National Network™, was contacted by Window World to discuss developing a customized training program for current employees.

MEP CENTER'S ROLE. Window World communicated the specific skills needed and goals of the training to Mr. Dedden. After review of the desired outcomes, it was apparent that a comprehensive training program was required to meet company goals, sales, and customer satisfaction. Dedden presented a training program that covered window removal and installation, customer service, document routing and on the job experience with seasoned installers. The training began in January 2022 and ended in March 2022. The delivered training helped stabilize production to help meet the increased sales level.

As a result of the training the Window World employees and new recruits were given the opportunity to excel in various areas of professional development and gain industry knowledge to improve job performance. Since the training, Window World has embedded the training into their internal training program.

"The Baton Rouge Community College (BRCC) MEP of Louisiana program was extremely helpful in revamping and formalizing our installation training program. Our company benefited from scaling our training program to meet our customers' demand and quality requirements. Window World is focused on offering high quality products that are installed by the most experienced, seasoned, and well trained installers in our industry. The program helps us ensure that our customers' installation experience is consistently excellent."

-Christopher Peters, Controller

RESULTS



9 created or retained jobs



\$15,000,000 in new or retained sales



\$60,000 in other



\$50,000 in cost savings



\$40,000 in new investment

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