



## Certified Dealer Network Certification program

### Needs

### Consistent service at multiple locations

We recognize that, even though your company's facilities aren't consolidated in one place, you may want to process your office furniture purchases through a central purchasing department at your headquarters. We understand, too, that you may want one central point of contact that will be responsible for ordering and managing your office furniture in a consistent manner—at all your facilities.

Providing such service was one of the main reasons that we created the Herman Miller Certified Dealer Network.

Our Certified Dealer Network is a team of certified, web-connected Herman Miller dealers committed to providing consistency, quality, and efficiency in a full spectrum of furniture-related services at any and all your locations.

---

### We work together

Our Certified Dealer Network can give you the service you want and the support you need because each member dealer is committed to the belief that the customer is best served when all parties assume the same level of ownership and responsibility to maintain our customer relationships. These principles are formally articulated in our Certified Dealer Network "Declaration of Interdependence" that each member agrees to and signs.

You can be assured all our certified dealers will perform to your expectations, because our Certification Program assures they meet and maintain our high standards.

Participation in the Certified Dealer Network begins with an assessment of the dealer's service capabilities. We help that dealer build competency in a full range of furniture-related services and then put in place the operational programs and technological tools that connect members and ensure consistent processes.

---

### We expect continuous improvement

The dealership and all its employees are evaluated annually on the performance criteria. The dealer must show continuous improvement in all areas to maintain certification status.

---

**We share capabilities**

Some of the Certified Dealer Network's capabilities reside in common and shared technological tools. Our ServiceNet<sup>®</sup> program, for example, utilizes a web-based tool for coordinating the activity and ensuring consistency of service work across markets. The result for the customer is one source, one contract, one point of contact, and one invoice so your transactions with us are seamless.

Another example is our web-based Asset and Inventory Management (AIM) Program. This tool lets our Certified Dealer Network manage customers' assets locally or at multiple locations throughout the network.

---

**We rely on customer feedback**

All certified dealers are required to use our Customer Satisfaction Survey with the customer at the completion of all projects. They also complete a member-to-member survey to rate the performance of all participants in the project. If follow-up is needed, our dealers respond immediately.

---

**For more information**

Herman Miller's Certified Dealer Network members work together—contributing knowledge, creativity, and design experience—to make places for our customers to achieve and sustain their business goals. Please visit our website at [www.hmcn.com](http://www.hmcn.com).

---

**Creativity. Experience. Solutions.**

Herman Miller's Certified Dealer Network.