

For Immediate Release
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ISO 9001 RE-CERTIFICATION ACHIEVED

LATICRETE International, Inc., putting the customer voice at the center of all business to heighten its commitment to meeting customer needs and expectations, has once again achieved ISO 9001:2000 Re-Certification.

ISO, the International Organization for Standardization, is the most comprehensive standard and global model for quality assurance in design/development, production and servicing. ISO contributes to the safety, efficiency and cleanliness of development, manufacturing and supply of products and services worldwide.

“ISO Re-Certification means a renewal of the LATICRETE commitment to quality - a foundation for customer satisfaction. It incorporates the voice of the customer as a guiding force in all our internal business processes,” said Dr. Claudio Nicolini, LATICRETE Technology Vice President.

The ISO 9001:2000 standard was established to assist in unifying the large number of national and international quality system standards now in place throughout the world.

LATICRETE International is a global leader in the manufacture of environmentally responsible tile and stone installation systems. Produced and available in major population centers worldwide, the LATICRETE brand is known,

respected and trusted for industry leading innovation and superior technical support. Comprehensive LATICRETE and industry information can be found at: www.laticrete.com. For additional information and answers to your unique installation or application questions contact support@laticrete.com or (800) 243-4788 ext 235 (in USA), or (203) 393-0010, ext 235 (outside USA). LATICRETE® is a registered trademark of LATICRETE International, Inc.