



SHERWIN-WILLIAMS

Donald Duttine

Success Magazine: Since its founding in 1866, The Sherwin-Williams Company has grown to be the largest producer of paints and coatings in the United States. To what do you attribute this success?

Don Duttine: Sherwin-Williams has been built on leadership, great products, and great people. Those are three of the main reasons we've become the largest paint manufacturer in the United States. By offering our customers clean stores, friendly employees and quality products, it creates an enjoyable painting experience and helps to keep our

customers coming back.

SM: Why are your products superior to others out there on the market?

DD: The Sherwin-Williams Company invests a lot of time and money developing products that meet and exceed our customers' expectations. We have a large array of products from architectural coatings to industrial coatings, and our knowledgeable staff delivers trademark customer service to each and every person that comes through our doors.

SM: You offer a line of "green" products. How do these products stand up in terms of quality, and what products are in this eco-friendly line?

DD: The Sherwin-Williams Company is a leader in developing "green" products. We invest a lot of time and money in research and development. Our green products are popular among our contractors and the quality of the product is what makes Sherwin-Williams who we are today. We offer a large array of green products from our Duration Home, and Harmony lines, which many of our homeowners use, to Pro Green and Zero VOC Acrylics which many of our contractors use. We offer a full line of green products for many different situations.

SM: How do you ensure that your staff is courteous and knowledgeable?

DD: We hire great people, we train them, provide them the tools necessary to service our customers, and we set high expectations for our stores.

SM: What can a customer expect when they walk into your store?

DD: Our customers can expect to find a clean and friendly environment, with the most knowledgeable staff to assist them in all of their decorating needs.



SHERWIN-WILLIAMS®

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