

**TECHNICAL BULLETIN — Roofing Systems**

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**Updated Tapered Design Process**

Johns Manville is dedicated to meeting the growing needs of our valued customers. For the past several months, the tapered design group has been diligently working to improve processes and systems to meet the growing demands of the market place.

To better serve our customers in a timely and efficient manner, Johns Manville has created a defined process and form (attached) to help us collect the important details and information needed to deliver a customized tapered quote.

**Service Level Agreement:**

To deliver the best product and service available, Johns Manville requires **three (3) business days** to turnaround a tapered quote. To allow sufficient time prior to the bid deadline, Johns Manville recommends all documentation and required forms be delivered at least **six (6) business days prior to the bid deadline**.

The attached form will walk you through the following design criteria allowing you to easily dictate your project/layout requirements.

- Material to be used
- Slope
- Thickness
- R-value
- Fill
- Deck
- Base layer
- Compressive strength requirements
- Roof membrane system

Once the form has been completed, be sure to e-mail the form as well as all appropriate plans and drawings to [taperdesign@jm.com](mailto:taperdesign@jm.com) or fax them to (800) 835-2341.

By utilizing the new process, Johns Manville can improve accuracy and provide quicker turn-around-time by reducing the amount of time spent on research and follow up. We will continue to do our best to accommodate last minute requests however following the outlined process helps us better serve all of our valued customers more efficiently.

If you have any questions regarding the new process, please contact the tapered design group at (800) 341-8032.

Richard Gustin  
Tapered Design Manager