

**James Walker**

Walker's Carpeting Inc.

dba

American Floor Covering Institute

2400 East Truman Road  
Kansas City, Missouri 64127-2038

Tel: 816.920.6500

Fax: 816.920.6565

Website: [www.carpethelp.com](http://www.carpethelp.com)

Email: [jwcarpet@earthlink.net](mailto:jwcarpet@earthlink.net)

*Specializing*

Flooring Installation - Consulting – Problem Resolution - Speaker  
Industry Educational Programs – Job Startups – Specification – Job Review  
Analysis and Inspection – Product Testing – Video Script Writing and Production

### **Work History – Flooring Related**

- **1964** – Established Walker's Carpeting Inc. – nationwide flooring installation workroom and inspection service
- **1988** – Formed The American Floor Covering Institute (dba) – training and educational programs – consulting – troubleshooting – complaint resolution – job startups
- **1989** - Formed the Midwest Floorcovering Installers Association – local non-profit trade organization based in Kansas City, Missouri
- **1992** - Founded the International Certified Floorcovering Installers Association, CFI – international non-profit industry trade organization
- **1999** – Formed America's Installers (dba) – installation workroom organized in California for the specific purpose of servicing local installation clients – inactive
- **2000** – Founded Endpoint, Inc., a joint venture to develop new technology for patterned carpet manufacturing
- **2001** – Formed Color Correction Specialists (dba) – specializing in the correction of carpet sidematch shading problems - inactive

### **Honors**

- **2005** – Honored by the World Floor Covering Association and inducted into the Industry's Hall of Fame as the first representative from the flooring installation field to receive this honor; presented annually to afford permanent recognition to individuals who have had a major impact on the floor covering industry
- **2005** – Honored by "Floor Covering Weekly," noted industry publication as one of 50 flooring industry leaders of the past 50 years and also recognized several times by the publication as the flooring industry "Man of the Year"
- **2001** – Recognized as the "Industry Man of the Year" by "Flooring Magazine"

### **Credentials**

- CFI Master-II certified flooring installer – highest level of achievement awarded to the carpet installer
- CFI Installation Inspector
- Founder and Past-President of the Midwest Floorcovering Installers Association
- Founder, Past-President and current CEO of the International Certified Floorcovering Installers Association
- Director of Installation Training and Education for Karastan Carpet
- Developed and produced installation videos/DVD's for
  - Karastan Installation and Sales productions 1997
  - Karastan Installation and Sales productions 2005
  - Shaw Carpet
  - Durkan Carpet / division of Mohawk Industries
  - Nairn Floors – laminate and resilient series
  - Balta Carpet of Belgium – laminate, resilient and carpet series
  - Carpet One – CCA Global Enterprises - 12 volume installation training series
  - Koolglide – the revolutionary seaming system introduced by Seam Master 2005
- Developed and published installation training manuals and inspection and claims resource guides for Sears Flooring Departments
- Developed and published installation training manuals and inspection and claims resource guides for J. C. Penney Flooring Departments
- Developed and published installation training manuals and inspection and claims resource guides for Macy's Flooring Departments
- Appeared on the Bob Vila Show representing Shaw Carpet

- Trainer and consultant for the Japanese Flooring Union since 1998
- Trainer and consultant for Belgotex Carpet of South Africa since 2001
- Consultant for Honeywell Carpet Division of China since 2001
- International speaker, technical consultant
- Columnist for industry publications
- Member of the Carpet Industry Issues Council
- Developer of the CFI Inspection and Claims Course presented to the carpet manufacturers and industry organizations
- Developer of the CFI Estimating Course
- Provides technical service, consulting and problem solving telephone lines for numerous industry associates, manufacturers and supply and tool producers
- Former IICRC Inspector
- Is presently providing or has provided services as an industry consultant and /or expert witness, installation workroom, trainer, advisor, problem solver for
  - Argosy Casino
  - Bally Corporation
  - Balta Flooring – Belgium
  - Banzai Trade Corporation - Japan
  - Barrett Carpet Mills
  - Barry Law Offices LLC – Kansas
  - BASF
  - Beaulieu of America LLC
  - Belgotex – South Africa
  - Belk Department Stores
  - BP – Division of Carpet Backing
  - Brown University
  - Burtco Carpet
  - Capitol USA
  - Carpet One – CCA Global Enterprises
  - Carpet Cushion Council
  - Carpet Industry Issues Council
  - Carpet and Rug Institute
  - Classic Floors - Alaska
  - Clayton Miller Hospitality Carpets
  - Correll and Associates, Attorneys at Law, California
  - DuPont / Invista
  - Durkan Carpet
  - Federated Department Stores
  - FIANA – Floorcovering Industry Associates North America
  - Floor Coverings International
  - Fogel Anderson
  - Grand Palace
  - Gulistan
  - Hinshaw and Culbertson LLP
  - Halex Corporation
  - Hallmark Corporation
  - Harrah's Casinos
  - Home Depot
  - Home Expo
  - Hurowitz and Fine PC – New York
  - IVC – Nairn Floors
  - Karastan

- Leggett and Platt
  - Louis de Poortere
  - Madden McFarland Interiors
  - Mapei
  - Masland
  - May Department Stores
  - Midwest Health Services - Kansas
  - Milliken Carpet
  - Mohawk Industries
  - Nexicor LLC
  - Physicians Endoscopy Centers Inc NY
  - Roberts QEP
  - Seam Master Industries
  - Solutia
  - Shaw Carpet
  - Shoji Tabuchi Theatre
  - SI Flooring Systems
  - Silver Dollar City
  - Soaring Eagle Casino – Mt. Pleasant, MI
  - Sponge Cushion Inc
  - Star Flooring and Design Center
  - State of Kentucky
  - Taft, Stettinius and Hollister, LLP – Ohio
  - Technical Services Bureau
  - Toli Enterprises
  - U S Installation Group
  - U S Sprint
  - Washington University
  - Westin Hotels
  - Wools of New Zealand
  - World Floor Covering Association
  - Zoroufy Inc.
- and others*

## **SUMMARY**

Jim believes the focus of the industry must be on the consumer. It is essential that all associates promote professionalism because the manner in which they represent the industry ultimately benefits the consumer who buys more products.

Since 1964, Walker's Inc., an installation workroom, has always focused on the achieving the ultimate goal, customer satisfaction. To further expand this concept, the American Floor Covering Institute was established in 1988 to provide training, installation technical assistance and problem solving for the industry. The AFCI website is [www.carpethelp.com](http://www.carpethelp.com).

In 1990, he founded the Midwest Floorcovering Installers Association, which in 1993 became the International Certified Floorcovering Installers Association (CFI). The association with over 16,000 members worldwide is known as the installation association that focuses on training and education for the installers. Through written, oral and skills testing, the installers who receive certification must pass a series of five tests to achieve the highest level; the Master-II Certification.

With 72 members of the CFI Team of Trainers, certifications and training programs are conducted annually nationwide. Those who achieve the certification are known throughout the industry as flooring installers who are dedicated to customer service and are recognized as professionals who strive for installation excellence. The association's website is [www.CFIinstallers.com](http://www.CFIinstallers.com).

Jim also conducts seminars internationally for installers, sales associates, architects, flooring manufacturers and many floor covering associations. He provides technical installation information and has written numerous articles for the flooring press. He also developed and administers the Karastan Residential Installation Certification and video training programs for sales representatives and installers. He assisted in developing the SoftBac Installation Video for Shaw, the Durkan Patterned Carpet and Commercial Installation Videos and the 12-volume AFCI training videos distributed by Carpet One. He also developed the satellite installation training programs for Carpet Max.

He is a consultant to Balta's Hard Surface Division in developing specifications and media presentations on vinyl, carpet and laminate flooring in the USA and abroad. He has written the installation specifications for numerous products and for numerous department stores, including the May Company, Belk, Sears, Federated, J C Penney, Macy's, Mercantile and Dillard's.

He is a certified wood flooring specialist, Pergo Endorsed Installation Specialist, Armstrong Certified Resilient Installer; certified by the Georgia Institute of Technology as an Installation Instructor, certified by the Occupational Safety and Health Administration (OSHA) as a trainer for compliance with current laws; completed the National Tile Education Foundation's tile installation course at Clemson University and is certified by numerous manufacturers for the installation of their products.

He also attended the Host Intensive Maintenance Course; the Bane-Clene School of Cleaning; graduate of Flooring and Textile Training Seminars; completed the IICRC requirements for Senior Inspector and numerous courses offered by the industry. He is a speaker for floor covering associations and industry trade associations.

Jim has worked with the legal community in relation to flooring installation, product specification, maintenance, performance and related issues. His expertise is considered to one of the most knowledgeable sources for claims resolution.

He serves as a member of the Carpet Industry Issues Council (CIIC), a national organization of industry leaders. He has written and contributed to the "Home Remodeling Series," coordinated with Time-Life, Inc. and published in 1995. He has served as a member of the Carpet and Rug Institute's Committee for the CRI-105, Standard for Residential Installation and the CFI-104, Standard for Commercial Installation and assisted with the CRI Specifier's Guide.

Jim is well known throughout the industry for his ability to organize and commit flooring installers and others to enhance the image of flooring installation. Since 1964, his focus has been and shall remain, the satisfaction of the client along the many paths his work has taken him.