CTASC
Ceramic Tile and Stone Consultants
EST 2002

***Donato V. Pompo** CTC ITS CTS CSS CMR CSI CDT MBA*
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CURRICULUM VITAE

B A C K G R O U N D

Donato Pompo has worked within the ceramic tile, stone, brick, and terrazzo industries for over 40 years, and is a leading forensic expert and expert witness in the ceramic tile, brick, stone and terrazzo industries. He has been certified as a Ceramic Tile Consultant (CTC) through the Ceramic Tile Institute of America (CTIOA) since 1979 and is a past chairman of the CTIOA Technical Committee. Donato is a member of the industry standard committees ANSI, ASTM, ISO, TCNA Handbook, and a member of the NTCA Methods and Standards committee. He has been a member of the Construction Specifications Institute (CSI) since 1982 and has been certified as a Construction Document Technologist (CDT) since 2000. Donato is a Council-certified Microbial Remediator (CMR). Donato worked 17 years as an importer/distributor of ceramic tile and stone, he worked in the union as an installer and currently holds a California contractor's license #1043005, he is ITS Verified through UofCTS, and worked over seven years for a manufacturer of installation products and systems for ceramic tile, glass tile, stone and terrazzo products. With a science education, an MBA, and over 40 years of tile and stone experience from installation to distribution to manufacturing, Donato is considered an expert investigator within the tile and stone industries.

P R O F E S S I O N A L E X P E R I E N C E

Ceramic Tile Installation: Worked as a Union tile installer's helper for a Union ceramic tile contractor in Los Angeles, CA in the late 1960's. Continues to perform installations of tile and stone for personal projects. Currently holds a C54 – California Tile Contractor's License #1043005. He is an ITS Verified Installer through the University of Ceramic Tile and Stone.

17 Years as a Ceramic Tile and Stone Importer/Distributor: Extensive experience consulting and assisting architects with their ceramic tile, glass tile, and stone selections and installation methods. Worked closely with ceramic tile and stone installers, as well as with the general contractors educating them and helping them design installation systems.

7 Years as a Manufacturer of Installation Systems: Over seven years working with a manufacturer of installation products and systems for ceramic, glass, stone tiles, and terrazzo. Provided technical consultation to architects and installers. Wrote installation specifications. Developed and ran training programs, investigated and resolved many job failure claims.

35+ Years of Training: Extensive experience with effective results in teaching installation methods for ceramic tile and stone to architects, installers, distributors, and manufacturers. Conducted presentations on technical information in order to prevent potential installation problems and developed and provided training resources and programs.

W O R K H I S T O R Y

2025 to Present: VIS Business Group LLC, dba Consultant at Ceramic Tile And Stone Consultants and the University of Ceramic Tile and Stone

2002 to 2024: President and Owner of Ceramic Tile And Stone Consultants, Inc., Jamul, CA

2002 to 2024: President and Owner of The University of Ceramic Tile and Stone, Jamul, CA

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1995 to 2002: Regional Sales Manager, Western USA and Western Canada, Laticrete International, Bethany, CT
[Work History – continued]

1994 to 1995: National Account Representative, 13 Western States, Laticrete International, Bethany, CT

1977 to 1994: Executive VP, Southwestern Ceramic Tile & Marble Co., San Diego, CA

1976: Real Estate Agent, J & J Real Estate, Fort Leavenworth, KS

1971 to 1975: College with BioChemistry Major

1969 to 1971: U. S. Army 82nd Airborne Military Police and General's Secretary

EDUCATION

University of Phoenix, San Diego, CA *1996 to 1997*
MBA EMPHASIS IN MARKETING. GPA 4.00

University of Phoenix, San Diego, CA *1994 to 1996*
MBA WITH AN EMPHASIS IN FINANCE. GPA 3.82

University of Phoenix, San Diego, CA *1992 to 1994*
BACHELOR OF SCIENCE DEGREE IN BUSINESS ADMINISTRATION WITH AN EMPHASIS IN MARKETING. GPA 3.79

University of California at San Diego Revelle College *1974 to 1975*
BIOCHEMISTRY MAJOR WITH FULL SCHOLARSHIP.

Orange Coast College, Costa Mesa, CA *1971 to 1974*
BIOCHEMISTRY MAJOR. GPA 3.77

SPECIAL QUALIFICATIONS

CERTIFIED CERAMIC TILE CONSULTANT (CTC), CERTIFIED TILE SPECIALIST (CTS), CERTIFIED STONE SPECIALIST (CSS), CERTIFIED CONSTRUCTION DOCUMENT TECHNOLOGIST (CDT)

C54 – TILE (CERAMIC AND MOSAIC) CALIFORNIA CONTRACTOR'S LICENSE #1043005
INSTALLER TILE STANDARDS VERIFICATION (ITS) THROUGH UOFCTS.

CERTIFIED CONSTRUCTION DOCUMENTS TECHNOLOGIST (CDT) THROUGH CSI

CERTIFICATE OF COMPLETION FOR MOLD REMEDIATION IN BUILDINGS

CERTIFIED MICROBIAL REMEDIATION COURSE COMPLETION MARCH 19-21, 2007

COUNCIL-CERTIFIED MICROBIAL REMEDIATOR (CMR) JUNE 19, 2007

NATIONAL TILE CONTRACTOR ASSOCIATION (NTCA) RECOGNIZED CONSULTANT

REAL ESTATE LICENSE IN KANSAS

PRIVATE PILOT LICENSE AND 82ND AIRBORNE PARATROOPER

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ADDITIONAL PROFESSIONAL ACTIVITIES

ANSI A-108 AND A137.1 AMERICAN NATIONAL STANDARDS INSTITUTE; ASTM C18 DIMENSION STONE COMMITTEE; ASTM C21 CERAMIC TILE COMMITTEE; ACI AMERICAN; CONCRETE INSTITUTE MSJC COMMITTEE; CSI CONSTRUCTION SPECIFICATION INSTITUTE; CTDA CERAMIC TILE DISTRIBUTORS ASSOCIATION; CTIOA CERAMIC TILE INSTITUTE OF AMERICA; FCI FLOOR COVERING INSTITUTE; FEWA FORENSIC EXPERT WITNESS ASSOCIATION; IAPMO UNIFORM PLUMBING CODE; IAQA INDOOR AIR QUALITY ASSOCIATION; ICC INTERNATIONAL CODE COUNCIL; ISO TC189; NATURAL STONE INSTITUTE (NSI), FORMERLY THE MARBLE INSTITUTE OF AMERICA (MIA); MMSA MATERIALS & METHODS STANDARDS ASSOCIATION; THE MASONRY SOCIETY TMS 402/602 COMMITTEE; NTCA NATIONAL TILE CONTRACTORS ASSOCIATION MEMBER, RECOGNIZED CONSULTANT, AND STANDARDS AND METHODS COMMITTEE; TCNA TILE COUNCIL OF AMERICAN HANDBOOK COMMITTEE; TILE HERITAGE FOUNDATION; TTMAC TILE TERRAZZO MARBLE ASSOCIATION OF CANADA.

FOUNDER AND ADMINISTRATOR OF THE UNIVERSITY OF CERAMIC TILE AND STONE.

DEVELOPED ONLINE TRAINING COURSES FOR THE TERRAZZO, TILE AND MARBLE ASSOCIATION OF CANADA (TTMAC) AND FOR THE CERAMIC TILE DISTRIBUTORS ASSOCIATION (CTDA).

PAST CHAIRMAN AND MEMBER OF CTIOA CERAMIC TILE INSTITUTE OF AMERICA TECHNICAL COMMITTEE.

MEMBER AND PAST BOARD MEMBER OF CTDA CERAMIC TILE DISTRIBUTORS ASSOCIATION AND CLUB ’84 CERAMIC TILE ACTION GROUP.

PAST CTDA EDUCATION COMMITTEE CHAIRMAN AND CURRENT MEMBER; CTDA TECHNICAL COMMITTEE MEMBER.

COMMITTEE MEMBER OR PARTICIPANT OF ANSI AMERICAN NATIONAL STANDARDS INSTITUTE ANSI A108 AND A137.1 COMMITTEE, ASTM C-18 DIMENSION STONE COMMITTEE, MIA TECHNICAL COMMITTEE, BUILDING STONE INSTITUTE (BSI) TECHNICAL COMMITTEE, CTIOA TECHNICAL COMMITTEE, ISO TC189 COMMITTEE, THE MASONRY SOCIETY TMS 402/602 COMMITTEE, AND NATIONAL CONTRACTORS ASSOCIATION (NTCA) TECHNICAL COMMITTEE; TCNA HANDBOOK FOR CERAMIC, GLASS AND STONE TILE INSTALLATION COMMITTEE.

DEVELOPED TILEWISE EDUCATIONAL CARTOONS AND WROTE COPY FOR ARTIST.

MEMBER OF TOASTMASTERS 1990 TO 1992.

RECEIVED THE CONSTRUCTION SPECIFIER ARTICLE OF THE YEAR AWARD FOR THE ARTICLE "GOOD SPECS MEAN GOOD TILE AND STONE INSTALLATIONS" PUBLISHED IN DECEMBER 2011. AWARD PRESENTED SEPTEMBER 14, 2012, AT THE CONSTRUCT 2012 CONFERENCE.

ATTENDED INTERNATIONAL CODE COUNCIL (ICC) RESIDENTIAL INSPECTION TRAINING BASED ON 2012 INTERNATIONAL CODES FROM NOVEMBER 18, 2013, THROUGH NOVEMBER 22, 2013. COURSE CONTENT WAS:

- 2012 IRC PERFORMING RESIDENTIAL BUILDING INSPECTIONS
- 2012 IRC PERFORMING RESIDENTIAL ELECTRICAL INSPECTIONS
- 2012 IRC PERFORMING RESIDENTIAL MECHANICAL INSPECTIONS
- 2012 IRC PERFORMING RESIDENTIAL PLUMBING INSPECTIONS

DEVELOPED AN INSITU SHEAR BOND STRENGTH TEST PROTOCOL AND APPARATUS FOR ADHERED TILE AND STONE THAT IS NOW AN ASTM C1823 TEST METHOD AND HAS BEEN ADDED TO THE BUILDING CODE FOR QA TESTING ON EXTERIOR TILE AND STONE VENEERS.

HONOR FLIGHT SAN DIEGO GUARDIAN FOR WORLD WAR II VETERANS TO WASHINGTON DC TO VISIT WORLD WAR II MEMORIALS 04-30-2016

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Published Articles by Donato Pompo

Quality Control in Ceramic Tile and Stone Specifications
The Construction Specifier Volume 55, Number 10, October 2002 - Reviews the importance of clearly stating quality control guidelines in job specifications.

From Babylonians to Baby Boomers, Tile Endures
Kitchen & Bath Business, January 2003 - How to overcome the challenges in selling and designing with ceramic tile and stone.

Online E-Learning Education Arrives to the Ceramic Tile and Stone Industry
TileLetter, June 2003 - How you can take advantage of new, less expensive and more effective educational technology on the web.

Substrate Prep & Quality Controls for Ceramic Tile & Stone
The Construction Specifier Volume 56, Number 8, August 2003 - Reviews common job problems leading to failures and Quality Assurance and Controls for preventing failures.

Stone Products Catalina Report CR026 September 2003
Contributing author to a 186-page statistical research report on the U.S. Stone Industry trends.

Stone Exceeds U.S. Ceramic Tile Consumption Value in 2002
NTCA TileLetter, November 2003 - Reviews stone consumption trends in the U.S. compared to ceramic tile; focuses on the ceramic tile industry.

Welcome to the Stone Age - Category Represents a Growth Opportunity for Dealers, Distributors
Floor Covering Weekly Volume 252, Number 29, November 10, 2003 - Reviews stone consumption trends in the U.S. compared to ceramic tile; focuses on the floor covering industry.

U.S. Stone Consumption Exceeds Ceramic Tile Value in 2002
Stone World Buyers Guide 2004 Volume 20, Number 12, December 2003 - Reviews stone consumption trends in the U.S. compared to ceramic tile; focusing on the stone industry.

Learning Proper Substrate Preparation and Quality Controls to Avoid Failures
NTCA TileLetter March 2004 - Reviews common ceramic tile and stone failures and explains how to avoid them with proper substrate preparation with good quality control procedures.

More than One Way to Skin a Building - Ceramic Tile, Brick, and Natural Stone Veneers - The Construction Specifier Volume 57, Number 6, June 2004 – Architectural review of exterior veneers.

Exterior Adhered Veneer Test EXCEEDS 250% of Seismic Requirement... a New Opportunity for Ceramic Tile and Stone Sales
NTCA TileLetter, September 2004 - Case Study of the new San Diego PETCO Ballpark, which reviews scratch and brown and cementitious backerboard unit methods with good quality control procedures.

Stone Products Catalina Report CR039 March 2006
Contributing author to a 214-page statistical research report on the U.S. stone industry trends.

Tile and Stone Finishes for Restrooms – Values, Challenges and Avoiding Failure
The Construction Specifier, Volume 59, Number 4, April 2006 – Glass, stone and ceramic finishes can provide a luxurious look for restrooms in hospitality environments. However, water intrusion often leads to failure. Quality control, good installation, and knowledge of the various standards are crucial.

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[Published Articles by Donato Pompo –continued]

Stone's Grip on the Marketplace – Second Industry Report Shows Stone Consumption Continues Upward Climb
TileDealer, September/October 2006 – Reviews the booming U.S. stone industry, citing important statistics on stone consumption, imports and pricing in 2005, and projected growth rate.

Research Shows Stone Consumption Continues Upward Climb – According to a new Stone Industry Report, the market for natural stone in the U.S. is continuing to grow in terms of volume as well as value.
Stone World Guide 2007 Volume 23, Number 12, December 2006 - Reviews stone consumption trends in the U.S. compared to ceramic tile; focusing on the stone industry.

Mold: The Problem or the Symptom?
TileDealer, January/February 2007 - The first article in a three-part series dealing with the affects of mold in the ceramic tile and stone industry.

The Growing Concern about Mold: Legal Complications, Part 2
TileDealer, March/April 2007 - The second article in a three-part series dealing with the affects of mold in the ceramic tile and stone industry.

Choosing Substrates and Installation Systems for Ceramic Tile and Stone Tile
TileDealer, September/October 2007 – Deciding which substrate to use, how to prepare it, and which installation systems are best to complete the job.

How Training and "E-learning" Can Improve ROI
Floor Covering Institute Blog, May 19, 2010 http://blog.floorcoveringinstitute.com/ On-line education is an effective, cost-efficient way to train salespeople and reduce expenses, increase your competitive edge and improve the return on investment spent on training.

Natural and Manufactured Stone Products Catalina Report CR065 July 2010
Contributing author to a 250-page statistical research report on the U.S. stone industry trends.

Stone floor construction - good data leads to intelligent decisions and market strategies; Floor Covering Institute Blog, October 5, 2010 http://blog.floorcoveringinstitute.com/; You are only limited by what you don't know. Stone statistical data and trends was limited until Donato Pompo and Catalina Research collaborated and published the U.S. Stone Product reports.

Quality control - the best way to avoid ceramic and stone installation failures;
Floor Covering Institute Blog, December 10, 2010 http://blog.floorcoveringinstitute.com/; The best way to ensure quality installations is through a Project Quality Control Plan.

Hollow Sounding Tile May Signal Installation Problems
The Commercial Flooring Report Volume 38 June 2011 - Hollow sounding tiles in an installed tile application may or may not mean there is a problem. A tile installation can be hollow for a number of reasons and the only way for sure to determine if there is a problem is to intrusively remove tiles to evaluate the underlying conditions.

Flexible, affordable training means adapting to and using technology; Floor Covering Institute Blog, June 29, 2011 http://blog.floorcoveringinstitute.com/; Quickly evolving information and products makes education more important than ever. Training used to mean taking the sale force out of the field. But these days that isn't always necessary.

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[Published Articles by Donato Pompo –continued]

Top cause of failed shower installations? Installer training; Floor Covering Institute Blog, September 13, 2011 http://blog.floorcoveringinstitute.com/; We have learned that ceramic and stone installation failures are not usually the result of one deficiency, but rather a combination of compounding deficiencies.

Market Strategy for a Tough Economy; Floor Covering Institute Blog, November 4, 2011 http://blog.floorcoveringinstitute.com/; Whether you are part of the ceramic tile or stone industry, which is my specialty, or even part of the floor covering industry, the same business and marketing principals apply and you need to go through the same exercise to answer the following questions and prepare your business strategy...

Good Specs Mean Good Tile and Stone Installations* – The Construction Specifier, Volume 64, Number 12, December 2011 – Ceramic tile, natural and manufactured stone, and glass tile have rapidly evolved - it is not a simple matter to determine what, where, and with which something should be used. Consequently, it is more important than ever for the specifier to have thorough and clear quality assurance and quality control sections in their specifications. http://www.kenilworth.com/publications/cs/de/201112/index.html, page 30.
- *Received The Construction Specifier Article of the Year Award for this article -

Shrinkage leads to Indent Fractures in Stone - NTCA TileLetter November 2011 - Shrinkage is not new. In fact, it's expected to occur within setting materials. What has changed is that much more stone is being installed today, over different substrates and substrate conditions.

Good-quality Specifications result in good-quality tile and stone installations – TADA, Tile for Architects, Designers and Affiliates - Volume 1, Issue 1, April 2012 – Ceramic tile, natural and manufactured stone, and glass tile have rapidly evolved - it is not a simple matter to determine what, where, and with which something should be used. Consequently, it is more important than ever for the specifier to have thorough and clear quality assurance and quality control sections in their specifications.

Intelligent merchandising in the floor covering showroom; Floor Covering Institute Blog, May 02, 2012 http://blog.floorcoveringinstitute.com/; In a ceramic tile and stone showroom the two biggest challenges for customers are visualizing how the tile or combination of tiles will look installed in the home and determining which tiles are suitable for their intended application. The key to solving that challenge is to train sales people so they are knowledgeable and competent showroom consultants utilizing intelligent merchandising.

***Avoiding the Fall* - Specifying ceramic, glass tile, stone, and terrazzo for slip Resistance** – The Construction Specifier, Volume 65, Number 10, October 2012 – Slip resistance, ease of maintenance, and application type are all very important to understand when specifying ceramic tile, glass tile, stone, terrazzo, or any other hard surface material. What degree and type of traffic a tile surface will experience is important, as well as whether it is an interior, exterior, level, or sloped application that will be subjected to dry, wet, or frozen conditions. Specifying the wrong product for the intended use can be a liability to both the specifier as well as to his or her client. The solution to all of these potential challenges are to qualify the suitability of the tile and stone products for the intended application before specifying them and, if necessary, hire a consultant who can help make educated decisions. http://www.kenilworth.com/publications/cs/de/201210/index.html, page 60.

Writing Quality Stone Specifications – Building Stone Magazine - Fall 2012 – With stone continually being used in new and unique applications, writing quality specifications is critical to ensure a successful installation. It is not a simple matter to determine what, where, and with which something should be used. Consequently, it is more important than ever for the specifier to have thorough and clear quality assurance and quality control sections in their specifications.

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[Published Articles by Donato Pompo –continued]

Specifying Natural Stone – Construction Canada,
Volume 55, Number 2, March 2013 – While there may be visual similarities, few materials can replicate the actual sustainable or durable qualities of natural stone. Although there are many different types of Natural stone with different physical properties - so it is not a simple matter to determine what, where, and with which something should be used. Consequently, it is more important than ever for the Canadian specifier to have thorough and clear quality assurance and quality control sections in their stone specifications. http://www.kenilworth.com/publications/cc/de/201303/index.html, page 80.

Specifying Ceramic, Glass, and Stone Tiles for Exterior and Interior Wet Areas
Understanding the importance of slope, weeps, and flashing – The Construction Specifier, Volume 66, Number 5, May 2013 – Exterior decks and balconies, and interior wet areas are more prone to problems due to their exposure to large volumes of water. Failures of these areas are typically due to a combination of installer error, using improper materials, and not having thorough specifications and details. The three common deficiencies found are the lack of an adequate slope-to-drain at the waterproof membrane surface, plugged drain weep holes, and the lack of adequate waterproof flashing to keep moisture from migrating into the substrate and tile or into adjacent materials causing expensive collateral damages. http://www.kenilworth.com/publications/cs/de/201305/index.html, page 10.

Natural and Manufactured Stone Products Catalina Report FC083 June 2013
Contributing author to a 230-page statistical research report on the U.S. stone industry trends.

Hollow-Sounding Tiles may Signal Installation Problems - NTCA TileLetter July 2013 - Hollow sounding tiles in an installed tile application may or may not mean there is a problem. A tile installation can sound hollow for a number of reasons and the only way for sure to determine if there is a problem is to intrusively remove tiles to evaluate the underlying conditions (long version) http://ntca-tada.com/?p=855.

Hollow-Sounding Tiles may Signal Installation Problems - NTCA TADA Online July 26, 2013 - Hollow sounding tiles in an installed tile application may or may not mean there is a problem. A tile installation can sound hollow for a number of reasons and the only way for sure to determine if there is a problem is to intrusively remove tiles to evaluate the underlying conditions (short version).

Specifying Movement Joints and Sealants for Tile and Stone - Reviewing current industry standards and design options – The Construction Specifier, Volume 66, Number 10, October 2013 – When there is a tile or stone failure, a contributing factor is often the lack of properly installed movement joints. Just like concrete sidewalks and bridges, tile and stone need to have movement joints to control the anticipated movements within a structure. Tile and stone will expand and contract when it is subjected to heat/cold or moisture/dryness. It is critical for architects to properly specify the design, materials, and layouts of movement joints.
http://www.kenilworth.com/publications/cs/de/201310/files/10.html, page 10.

Installing ceramic tile, glass tile, and stone in interior wet areas - NTCA TileLetter January 2014 - Interior wet areas are more prone to problems due to their exposure to large volumes of water. Failures of these areas are typically due to a combination of installer error, using improper materials, and not having thorough specifications and details. The three common deficiencies found are the lack of an adequate slope-to-drain at the waterproof membrane surface, plugged drain weep holes, and the lack of adequate waterproof flashing to keep moisture from migrating into the substrate and tile or into adjacent materials causing expensive collateral damages. Page 64.

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[Published Articles by Donato Pompo –continued]

Why movement joints and sealants must be installed in tile and stone installations - *Current industry standards and design options* **-** NTCA TileLetter May 2014 - Industry standards say that all tile installations must have movement joints. If you don't install movement joints, and there is some problem with the tile installation, then the fingers will be pointing your way and you will be held responsible even if the problem isn't directly related to the lack of movement joints. Lack of movement joints can be a contributing factor to many different types of tile failures, so it's not worth the risk to exclude them from your installations. Page 54.

Tile and Stone Training – *Ceramic Tile, Glass Tile and Stone Training: Avoid Costly Problems with Continued Education* **–** Floor Covering Installer July/August 2015 - Not unlike doctors, attorneys, accountants and other professionals, tile installers must keep up with industry standards and other changes within the industry. This requires each professional to commit time each year for continued education training. http://digital.bnpmedia.com/publication/?i=264058&p=36

Tile and Stone Lippage – *What is acceptable (and how do you specify it)?* **–** The Construction Specifier August 2015 - Excessive tile lippage can be avoided with quality architectural specifications that include adequate testing and quality control processes. It is typically due to a combination of substrates not properly prepared, improper installation methods, improper use of materials, and poor installer workmanship performance. Perceived excessive tile lippage is often because of inappropriate lighting design, too narrow of grout joints, and not following industry recommendations. In some cases, where perceived excessive tile lippage is unavoidable, it may be due to false expectations by the specifier or client. http://www.kenilworth.com/publications/cs/de/201508/ Page 44.

Natural and Manufactured Stone Product Industry Report FC094 December 2015 Contributing author to a 238-page statistical research report on the U.S. stone industry trends.

Tile and Stone Lippage – *What is acceptable and how do you avoid excessive tile lippage through quality tile and stone installations? Part 1 of 2* **–** TileLetter February 2016 - Excessive tile lippage can be avoided with quality installations. It is typically due to a combination of substrates not properly prepared, improper installation methods, improper use of materials, and poor installer workmanship performance. Perceived excessive tile lippage is often because of inappropriate lighting design, too narrow of grout joints, and not following industry recommendations. In some cases, where perceived excessive tile lippage is unavoidable, it may be due to false expectations by the specifier or client.

Tile and Stone Lippage – *What is acceptable and how do you avoid excessive tile lippage through quality tile and stone installations? Part 2 of 2* **–** TileLetter March 2016 - Excessive tile lippage can be avoided with quality installations. It is typically due to a combination of substrates not properly prepared, improper installation methods, improper use of materials, and poor installer workmanship performance. Perceived excessive tile lippage is often because of inappropriate lighting design, too narrow of grout joints, and not following industry recommendations. In some cases, where perceived excessive tile lippage is unavoidable, it may be due to false expectations by the specifier or client.

Why you need to learn how to install gauged porcelain tile slabs/panels –TileLetter November 2016 – Gauged porcelain tile panels/slabs are the latest and greatest buzz in the tile industry. These tiles are 5' x 10' or larger and they range in thickness from 1/8" to ¾". These tiles require new tools and methods for installing them. Installers need to learn how to install these tiles, which will help them differentiate themselves from their competition and allow them to get more jobs and make more money.

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[Published Articles by Donato Pompo –continued]

Specifying Tile and Stone on Concrete – *How much lippage is too much?* **–** The Construction Canada June 2016 - Excessive tile lippage can be avoided with quality architectural specifications that include adequate testing and quality control processes. It is typically due to a combination of substrates not properly prepared, improper installation methods, improper use of materials, and poor installer workmanship performance. Perceived excessive tile lippage is often because of inappropriate lighting design, too narrow of grout joints, and not following industry recommendations. In some cases, where perceived excessive tile lippage is unavoidable, it may be due to false expectations by the specifier or client. http://www.kenilworth.com/publications/cs/de/201508/ Page 56.

Curbless Shower Design: Requirements and Options –TileLetter March 2016 – Curbless showers are not only required for the handicap and better for the aging population, but they have become popular and practical. This article reviews the proper design and installation requirements and recommendations for curbless showers, as well as reviewing the various building codes and Americans with Disability ACT (ADA) requirements.

Ensuring the Quality of Thin Brick Veneer Installations – The Construction Specifier, Volume 72, Number 4, April 2019 – Potential problems with thin brick exterior veneer applications can be avoided with good MasterFormat specifications, including adequate quality assurance (QA) testing and quality control (QC) processes. Architects and developers can hire consultants specializing in the application that is being specified to detail the installation process. Failures are typically due to a combination of improperly prepared substrates, poor installation methods and products, and wrong use of materials. It is in everyone's best interest to produce quality MasterFormat specifications with thorough QA & QC sections. https://www.constructionspecifier.com/publications/de/201904/index.html, page 18.

How do you become a Successful Architectural Sales Representative? – TileLetter April 2019 – Article explains what the key ingredients are to be a successful architectural sales representative in the tile and stone industry. https://ctasc.com/wp-content/uploads/2019/04/HowDoYouBecomeSuccessfulArchSalesRep2019april.pdf

The outlook for stone in 2020 – TRENDS March 2020 – Article discusses what the trends are in the use of natural stone projected for 2020. http://tileletter.s3-website-us-east-1.amazonaws.com/2020trends/?page=66

Flooring Forensics for Ceramic Tile and Stone – Floor FOCUS July 2021 – Article discusses what the Common Challenges are in the use of ceramic tile and natural stone. Donato Pompo provided the key content for author Lew Migliore.
https://floorfocus.mydigitalpublication.com/publication/?m=62450&i=713953&p=78&ver=html5

Avoiding Construction Defects – Performing Quality Control and Quality Assurance – The Construction Specifier, Volume 76, Number 5, May 2023 – Most construction failures are due to installer error because of their lack of knowing and understanding the respective industry standards. The lack of installer supervision and quality control compounds the construction industry's shortage of qualified labor. Without the supervision and oversight the labor will continue to do things wrong thinking it is ok, which perpetuates the same mistakes and problems. Generally speaking, when there is a problem, it is not due to a single deficiency, but rather due to multiple compounding deficiencies. Poorly written architectural specifications and the lack of oversight by the general contractor can be contributing factors to failures. The solution is utilizing the quality assurance section of the Master Specification Part 1 General and specify verification of performance of materials.
https://www.constructionspecifier.com/publications/de/202305/ page 24.

Avoiding the Fall – **The Importance of Slip Resistance of Floor Surfaces** – **FLOORED**, **Innovative Flooring News for Modern Business, Winter 2023** – Slip resistance, ease of maintenance, and application type are all very important to understand when specifying ceramic tile, glass tile, stone,

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terrazzo, or any other hard surface material. Specifying the wrong product for the intended use can be a liability to both the specifier as well as to his or her client. The solution to all of these potential challenges is to qualify the suitability of the tile and stone products for the intended application before specifying them and, if necessary, hire a consultant who can help make educated decisions. https://floorcoveringinstitute.com/floored-magazine/floored-winter-2023/, page 12.

[Published Articles by Donato Pompo –continued]

The Lack of Qualified Management *is the biggest threat to tile and stone industries* – TileLetter October 2024 – In the recent years all you hear is that the tile and floor covering industry has a shortage of qualified labor suggesting the problem is the installers. The fact is, it isn't the installers that are the problem, it is the management that is the problem. Tile failures are a symptom of a management problem. It is the lack of management providing supervision and oversight of the installers' work. If management provided adequate oversight, they would catch deficiencies before they became expensive problems. The problem is that most installation companies don't provide adequate oversight, which is the way you prevent problems and how you train your installers to perform the work correctly and per industry standards. They think they can't afford or be competitive in providing adequate oversight and training. The fact is, they can't afford not to…

Tile and Stone Lippage – *What is acceptable (and how do you specify it)? –* The Construction Specifier Updated 2025 - Excessive tile lippage can be avoided with quality architectural specifications that include adequate testing and quality control processes. It is typically due to a combination of substrates not properly prepared, improper installation methods, improper use of materials, and poor installer workmanship performance. Perceived excessive tile lippage is often because of inappropriate lighting design, too narrow of grout joints, and not following industry recommendations. In some cases, where perceived excessive tile lippage is unavoidable, it may be due to false expectations by the specifier or client. https://www.constructionspecifier.com/tile-and-stone-lippage-what-is-acceptable-and-how-do-you-specify-it/.

Educational Seminars Presented by Donato Pompo

Mannington Ceramic Tile: What You Need to Know to Make More Money…
Showing retailers how their companies will benefit from selling ceramic tile.
Surfaces, Las Vegas, NV, January 2003

The Ceramic Tile University – How to Sell and Market Ceramic Tile.
Coverings, Orlando, FL, March 25, 2003

How to Grow Your Ceramic Tile & Stone Business – Ceramic Tile and Natural Stone Sales and Merchandising Techniques.
Coverings, Orlando, FL, March 25, 2003

Stone Trends and Statistics – Review of 2003 Stone Report on US Natural Stone growth and how it will affect ceramic tile installers.
NTCA Total Solutions Conference, Charlotte, NC, September 12, 2003

Market Trends in the Stone Industry – Review of 2003 Stone Report on US Natural Stone growth and how it will affect the stone industry.
StoneExpo, Atlanta, GA, December 4-6, 2003

Under the Skin of Petco Park: An Architectural Case Study Tour – Review the architectural specifications and product selection for Petco - The San Diego Chapter of The Construction Specification Institute, Inc.

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Petco Ball Park, San Diego, CA, August 26, 2004

[Educational Seminars Presented by Donato Pompo - continued]

Developing a Marketing and Sales Plan for Your Stone Business – Showing importers and fabricators how to develop business plans for their companies.
StoneExpo, Los Angeles, CA, October 28, 2004

Forensic Education through Online Training Programs – Showing forensic consultants how training can be developed and provided through asynchronous and synchronous web-based training.
Forensic Consultant Association, San Diego, CA, November 10, 2004

Ceramic and Stone Tile Installation – Identifying the proper installation methods for ceramic tile and stone.
Surfaces, Las Vegas, NV, January 26, 2005

Turning Stone into Profit – Showing how stone can be and will be a big part of the floor covering business in the future.
Surfaces, Las Vegas, NV, January 27, 2005

Training the Ceramic Tile and Stone Industry Online – Online education is the way of the future. Learn how to effectively and practically train your employees.
Coverings, Orlando, FL, May 4, 2005

How to Avoid Ceramic Tile and Stone Installation Failures – Learn the proper installation preparation and installation methods to avoid failures.
Coverings, Orlando, FL, May 4, 2005

Case Studies of Successful Façade Installations (with Bill Klaser) – Review successful exterior veneer installations and learn the key steps to a successful installation.
NTCA Total Solutions, Las Vegas, NV, September 8, 2005

Avoid Failures for Tile & Stone - Learn proper installation preparations and installation methods to avoid failures.
NTCA Total Solutions, Las Vegas, NV, September 10, 2005

Natural Stone Trends – What Lies in the Future? - Review of 2006 Stone Report showing US Natural Stone growth and how it will affect the stone industry.
Building Stone Institute Convention, San Diego, CA, March 2, 2006

Training Employees and Customers – The Easiest and Least Expensive Way to Increase Your Profits – Learn how to effectively and practically train your employees with both hands-on and online training.
Coverings, Orlando, FL, April 5, 2006

Top Reasons Why Installations Fail – Identifying the top reasons why ceramic tile and stone installations fail, and what you can do about it.
Coverings, Orlando, FL, April 6, 2006

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[Educational Seminars Presented by Donato Pompo - continued]

The Growing Concern About Mold - What mold is and how it has become an industry problem now. ***Coverings, Orlando, FL, April 7, 2006***
[Educational Seminars Presented by Donato Pompo - continued]

Delivering Education Online – The Way Gen X and Y Learn – Online training and the way it is perceived and utilized by younger people in today's workforce.
Coverings, Chicago, IL, April 18, 2007

Trends in Stone for the Marble Institute of America – Current stone trends and how to avoid stone installation problems.
2007 CTDA Management Conference, Dana Point, CA November 8, 2007

Causes and Preventions of Ceramic Tile and Stone Failures for the Ceramic Tile Distributors Association International CTDA Webinar – Review the common causes of ceramic tile and natural stone tile failures. Review appropriate installation standards and methods to be utilized by installers and specified by architects within CSI Masterformat tile specification sections under the Quality Assurance and Quality Control sections. ***CTDA Webinar September 25, 2009***

Causes and Preventions of Ceramic Tile and Stone Failures (Part of the Surfaces Floor Covering Show Program, "On Floor Education Stages for Business & Technology and Installation") – Review the common causes of ceramic tile and natural stone tile failures. Review appropriate installation standards and methods to be utilized by installers and specified by architects within CSI Masterformat tile specification sections under the Quality Assurance and Quality Control sections.
Surfaces, Las Vegas, NV, February 03, 2010

Economic Strategies to Boost Ceramic Tile and Stone Sales and Profits – Review economic and product trends of the ceramic tile and stone industries.
Coverings, Las Vegas, NV, March 14, 2011

Investigating Tile Failures; Ceramic Tile, Glass Tile, and Stone Tile – Presenter at the Floor Covering Inspectors Symposium where industry experts were invited to share their knowledge about floor covering problems.
Surfaces, Las Vegas, NV, January 24, 2012

Fundamentals for Effective Communication Between Specifier and Natural Stone Supplier – Presented to Stone Quarry Producers and Stone Suppliers. ***BSI 2012 Annual Convention, La Costa Country Club, Carlsbad, CA, February 28, 2012***

What is Online Education and What can it do for You? Reviewed the features and benefits of online education and explained how online educational courses can substantially improve employee's performance to increase company sales and profits.
CTDA Webinar February 28, 2013

How to Avoid Tile and Stone Installation Problems - Reviewed the review various types of applications and common failures seen today in the installation of tile and

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stone. Pointed out the industry standards and explained how they can avoid these various types of failures. ***Fuse Alliance 2014 Annual Conference, The Ritz-Carlton in Amelia Island, Florida March 11, 2014***

[Educational Seminars Presented by Donato Pompo - continued]

How to Avoid Tile and Stone Installation Problems - Reviewed the review various types of applications and common failures seen today in the installation of tile and stone. Pointed out the Industry standards and explain how they can avoid these various types of failures. ***Fuse Alliance 2015 Annual Conference, Las Vegas, NV March 4, 2015***

Changes in the Tile and Stone Industry - Reviewed new products in the tile and stone industry. Reviewed common applications and common failures seen today in the installation of tile and stone. Pointed out the Industry standards and explain how they can avoid these various types of failures. Explained the importance of training their work force. ***Fuse Alliance 2016 Annual Conference, Nashville, TN March 15, 2016***

Keynote Session: ***From the Field: A Perspective and Industry Update from Recognized Consultants –*** Donato was one of the three tile and stone industry's leading consultants engaged in an open and frank conversation exploring the state of the industry as it relates to the tile and stone specifications, quality control, and overall quality of tile and stone installations. Commercial and Residential projects were discussed, with an emphasis on case studies related to common mistakes that can be avoided. ***Coverings 2016 Annual Tile and Stone Conference and Expo, Chicago, IL April 20, 2016***

Changes in the Tile and Stone Industry - Reviewed new products in the tile and stone industry. Reviewed common applications and common failures seen today in the installation of tile and stone. Pointed out the Industry standards and explain how they can avoid these various types of failures. Explained the importance of training their work force. ***Fuse Alliance 2017 Annual Conference, Austin, TX March 07, 2017***

Certified Ceramic Tile Specialist Study Guide – As the author of the CTDA Certified Ceramic Tile Specialist test study guide, I reviewed the content of the study guide. Pointed out the important of understanding the terminology, industry standards, industry installation methods and products, and how to avoid problems. Emphasized the importance of being knowledgeable and being a consultant to the client. ***Coverings 2017 Annual Tile and Stone Conference and Expo, Orlando, FL April 06, 2017***

Certified Ceramic Tile Specialist Study Guide Webinar – As the author of the CTDA Certified Ceramic Tile Specialist test study guide, I reviewed the content of the study guide. Pointed out the important of understanding the terminology, industry standards, industry installation methods and products, and how to avoid problems. Emphasized the importance of being knowledgeable and being a consultant to the client. ***CTDA Webinar July 20, 2017***

Changes in the Tile and Stone Industry - Reviewed new products in the tile and stone industry. Reviewed new changes to the industry standards and clarified their intent.

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Explained the importance of training their work force. ***Fuse Alliance 2018 Annual Conference, New Orleans, LA March 05, 2018***

[Educational Seminars Presented by Donato Pompo - continued]

How to Utilize Online Education and Apprenticeships to Train Your Workers and Recruit New People into Your Company – As the founder and president of the University of Ceramic Tile and Stone, I reviewed the online E-Learning technology, methodology, and benefits for training recruits and providing continued education. ***Coverings 2018 Annual Tile and Stone Conference and Expo, Atlanta, GA May 11, 2018***

Introduction to the new UofCTS Online Course called: "The Complete Guide on Developing Tile & Stone Specifications with Architects" Webinar – Reviewing the new UofCTS Online course that not only teaches how to write "Bullet Proof Specifications" (specifications resistant to value engineering and substitutions), but it teaches how to be a successful professional architectural sales representative in identifying and targeting projects, developing relationships with architects and designers, and how to track a project to the point of getting the order. ***CTDA Webinar July 18, 2019***

Tile and Stone Update - Reviewed new products in the tile and stone industry. Reviewed new changes to the industry standards and clarified their intent. Explained the importance of training their work force. ***Fuse Alliance 2019 Annual Conference, Orlando, FL March 05, 2019***

How to Create a "Bullet Proof" Spec and be a Professional Architectural Sales Rep – Reviewing the key information from the new UofCTS Online course that teaches how to write "Bullet Proof Specifications" (specifications resistant to value engineering and substitutions), and teaches how to be a successful professional architectural sales representative in identifying and targeting projects, developing relationships with architects and designers, and how to track a project to the point of getting the order. ***Total Solutions Plus Presentation, Nashville, TN October 28, 2019***

How to use Architectural Specifications to Limit your Liability and How to Communicate Effectively - Reviewed key aspects of a MasterFormat specification where liability for a contractor can be limited. Reviewed the key aspects in communicating clearly and effectively by adjusting to the different personality types. ***Fuse Alliance 2020 Annual Conference, Indian Wells, CA March 03, 2020***

Trends in Jobsite Installation Failures & Best Practices in Quality Control/Prevention – One of two experts on a panel to share our experiences and opinions on Installation Failures, Quality Control Services, and Working with Convid-19 Restrictions. ***NTCA Total Solutions, Virtual Presentation, October 27, 2020***

Fuse Alliance Tile and Stone Technical Update - Reviewed how Covid-19 affected the Tile Industry in 2020 and what 2021 looks like. Reviewed new products and trends in the tile industry. Reviewed how to avoid tile problems in wet and exterior applications due to inadequate slope and drainage. Reviewed the continued education opportunities

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by utilizing the University of Ceramic Tile and Stone online courses through Fuse Alliance. ***Fuse Alliance 2021 Annual Conference, Virtual Presentation on March 02, 2021***

[Educational Seminars Presented by Donato Pompo - continued]

NTCA Roundtable Live! Meet the Consultants – One of several NTCA Consultants sharing my background, the work that we do, and pointing out some common problems we see in our investigation work. Emphasized the need for training. ***NTCA Roundtable Live! Meet the Consultants, Virtual Presentation on March 24, 2021***

Fuse Alliance Tile and Stone Technical Update - Reviewed new products and trends in the tile and stone industry. Reviewed new ANSI A326.2 Coefficient of Friction standard. Reviewed how to avoid tile problems in wet and exterior applications due to inadequate slope and drainage. Reviewed the continued education opportunities by utilizing the University of Ceramic Tile and Stone online courses through Fuse Alliance. ***Fuse Alliance 2022 Annual Conference Presentation Dallas, TX on March 07, 2022***

Fuse Alliance Tile and Stone Technical Update - Reviewed how preparing quality assurance testing and quality control oversight leads to successful tile and stone installations. Reviewed the continued education opportunities by utilizing the University of Ceramic Tile and Stone online courses through Fuse Alliance. ***Fuse Alliance 2023 Annual Conference Presentation Memphis, TN on March 07, 2023***

We don't have an Installer Problem; we have a Manager Problem – Installation failures are a symptom of in adequate Oversight by Management. The solution is to implement a Total Quality Manage program. ***Fuse Alliance 2025 Annual Conference, Orlando, FL March 03, 2025***

How to be a Professional Architectural Sales Rep to Develop "Bullet Proof" Specifications and Get the Order – Reviewing the key information from the new UofCTS Online course that teaches how to write "Bullet Proof Specifications". Donato Pompo and Vince Moiso team up to teach the students how to develop "Bullet Proof" Specifications, which are specifications that are resistant to Value Engineering and Substitutions. The presentation also taught the students to Learn How to Develop meaningful Relationships with Architects, and How to Target and Track Projects to help ensure that you Get the Order...! During the classroom training we focused on the 6 Characteristics of a Successful Architectural Sales Representative, which are being Strategic, Organized, Persistent, Honest, Reliable, and having Exceptional Communication Skills. ***Coverings Presentation, Orlando, FL April 17, 2023***

How to be a Professional Architectural Sales Rep to Develop "Bullet Proof" Specifications and Get the Order – Reviewing the key information from the new UofCTS Online course that teaches how to write "Bullet Proof Specifications". Donato Pompo and Vince Moiso team up to teach the students how to develop "Bullet Proof" Specifications, which are specifications that are resistant to Value Engineering and Substitutions. The presentation also taught the students to Learn How to Develop meaningful Relationships with Architects, and How to Target and Track Projects to help ensure that you Get the Order...! During the classroom training we focused on the 6

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Characteristics of a Successful Architectural Sales Representative, which are being Strategic, Organized, Persistent, Honest, Reliable, and having Exceptional Communication Skills. ***Coverings Presentation, Orlando, FL April 28, 2025***

[Educational Seminars Presented by Donato Pompo - continued]

Increasing Profit and Reducing Liability Through Total Quality Management (TQM) – A properly implemented TQM program will increase profits and limit liability by avoiding costly call backs and failures. Installation failures are a symptom of in adequate Oversight by Management. The solution is to implement a Total Quality Management program that includes implementing a Quality Control plan with management oversight and onsite ccoaching. ***Tile Solutions Plus (TSP) 2025 Annual Conference, Phoenix, AZ October 29, 2025***

How to be a Professional Architectural Sales Rep to Develop "Bullet Proof" Specifications and Get the Order – Reviewing the key information from the new UofCTS Online course that teaches how to write "Bullet Proof Specifications". Donato Pompo and Vince Moiso team up to teach the students how to develop "Bullet Proof" Specifications, which are specifications that are resistant to Value Engineering and Substitutions. The presentation also taught the students to Learn How to Develop meaningful Relationships with Architects, and How to Target and Track Projects to help ensure that you Get the Order...! During the classroom training we focused on the 6 Characteristics of a Successful Architectural Sales Representative, which are being Strategic, Organized, Persistent, Honest, Reliable, and having Exceptional Communication Skills. ***Coverings Presentation, Las Vegas, NV March 30, 2026***

Educational Online Courses Written and Produced by Donato Pompo

Understanding the Basics of Ceramic Tile: The Ceramic Tile course includes industry standards and sales techniques and is designed to give salespeople the tools they need in order to increase sales, give tile installers the knowledge of industry standards and how to assist clients with selecting ceramic tile, and give professional designers the knowledge on how to select and specify ceramic tile. **Published April 2003; Updated December 2004; Updated December 2010; Updated April 2016;** also, published as CTDA's Understanding the Basics of Ceramic Tile.

Understanding the Basics of Natural Stone: The Natural Stone course includes industry standards and sales techniques and is designed to give salespeople the tools they need in order to increase sales, give stone installers and fabricators the knowledge of industry standards and how to assist clients with selecting natural stone, and give professional designers the knowledge on how to select and specify natural stone. **Published February 2010;** also, published as CTDA's Understanding the Basics of Natural Stone.

TTMAC Understanding the Basics of Ceramic Tile: This Canadian version of the Ceramic Tile course includes industry standards and sales techniques and is designed to give salespeople the tools they need in order to increase sales, give tile installers the knowledge of industry standards and how to assist clients with selecting ceramic tile,

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and give professional designers the knowledge on how to select and specify ceramic tile. **Published January 2011; updated April 2016**

[Educational Online Courses Written and Produced by Donato Pompo - continued]

Tile Installer Thin-set Standards (ITS) Verification: This course instructs installers on industry standards and proper installation methods for tile thin-set applications that apply to ceramic tile, porcelain tile, stone tile, glass tile, and other types of adhered tile materials. This course is also meaningful to architects, general contractors, sales representatives, and owners who want to be aware of the industry installation standards. The course is taught in both English and Spanish. **Published October 2011;** also, published as CTDA's Tile Installer Thin-set Standards (ITS) Verification.

Tile Installer Thin-set Standards (ITS) Verification - Spanish: This course is taught in Spanish and instructs installers on industry standards and proper installation methods for tile thin-set applications that apply to ceramic tile, porcelain tile, stone tile, glass tile, and other types of adhered tile materials. This course is also meaningful to architects, general contractors and, sales representatives, owners who want to be aware of the industry installation standards. The course is taught in both English and Spanish. **Published February 2012;** also, published as CTDA's Tile Installer Thin-set Standards (ITS) Verification.

TTMAC Understanding the Basics of Natural Stone: This Canadian version of the Natural Stone course includes industry standards and sales techniques and is designed to give salespeople the tools they need in order to increase sales, give stone installers and fabricators the knowledge of industry standards and how to assist clients with selecting natural stone, and give professional designers the knowledge on how to select and specify natural stone. **Published June 2012.**

TTMAC Tile Installer Thin-set Standards (ITS) Verification: This course instructs Canadian installers on Canadian industry standards and proper installation methods for tile thin-set applications that apply to ceramic tile, porcelain tile, stone tile, glass tile, and other types of adhered tile materials. This course is also meaningful to architects, general contractors, sales representatives, and owners who want to be aware of the industry installation standards. The course is taught only in English. **Published March 2013.**

CTDA Certified Ceramic Tile Specialist (CCTS) Study Guide: An online study guide, with a handout, for those preparing for taking the CTDA Certified Ceramic Tile Specialist test. The Ceramic Tile course includes product information, industry standards, sales techniques, and is designed to give salespeople the tools they need in order to more professionally assist clients with selecting ceramic tile and glass tile products. It also teaches them how to more professionally consult with their clients. **Published April 2016.**

Tile Installer Thin-set Standards (ITS) Verification: This course instructs installers on industry standards and proper installation methods for tile thin-set applications that apply to ceramic tile, porcelain tile, stone tile, glass tile, and other types of adhered tile materials. This course is also meaningful to architects, general contractors, sales representatives, and owners who want to be aware of the industry installation

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standards. The course is taught in both English and Spanish. **Updated and published November 2016;** also published as CTDA's Tile Installer Thin-set Standards (ITS) Verification.

[Educational Online Courses Written and Produced by Donato Pompo - continued]

TTMAC Tile Installer Thin-set Standards (ITS) Verification: This course instructs Canadian installers on Canadian industry standards and proper installation methods for tile thin-set applications that apply to ceramic tile, porcelain tile, stone tile, glass tile, and other types of adhered tile materials. This course is also meaningful to architects, general contractors, sales representatives, and owners who want to be aware of the industry installation standards. The course is taught only in English. **Updated and published December 2016.**

Tile Installer Thin-set Standards (ITS) Verification - Spanish: This course is taught in Spanish and instructs installers on industry standards and proper installation methods for tile thin-set applications that apply to ceramic tile, porcelain tile, stone tile, glass tile, and other types of adhered tile materials. This course is also meaningful to architects, general contractors and, sales representatives, owners who want to be aware of the industry installation standards. The course is taught in both English and Spanish. **Updated and published March 2017;** also, published as CTDA's Tile Installer Thin-set Standards (ITS) Verification.

The Complete Guide on Developing Tile & Stone Specifications with Architects: This course is taught in English and instructs architects and architectural sales representatives on how to prepare Tile and Stone MasterFormat Specifications, how to identify and target projects, how to develop relationships with architects and designers, and how to track the specification to the point of receiving the order. It is available as an online course and as an e-book. **Published October 2019**

Understanding the Basics of Natural Stone: The Natural Stone course includes industry standards and sales techniques and is designed to give salespeople the tools they need in order to increase sales, give stone installers and fabricators the knowledge of industry standards and how to assist clients with selecting natural stone, and give professional designers the knowledge on how to select and specify natural stone. **Updated and published January 2021;** also, published as TTMAC's and CTDA's Understanding the Basics of Natural Stone.

Books Written by Donato Pompo

The Complete Guide on Developing Tile & Stone Specifications with Architects: This book was co-written with Vince Moiso. The content is basically the same as the online course but provided in a book format. It instructs architects and architectural sales representatives on how to prepare Tile and Stone MasterFormat Specifications, how to identify and target projects, how to develop relationships with architects and designers, and how to track the specification to the point of receiving the order. **Published April 2023.**