



Corporate Values

Company Culture Drives Reputation – It's a Company's Most Valuable Asset!

Common Sense & Good Judgment:

Customer service is over adherence to rules and regulations. Always be thinking multiple scenarios – don't get stuck in the rut of a strategic plan. Be visionary.

Family:

We want a nurturing, supportive environment that is inclusive of all employees and their families. Remember that from a loyalty perspective - our employees come first – customers come second. The benefit of the doubt always goes to the employee. The way we treat our employees is the way they will treat our customers.

Profitability:

It drives growth, is linked to profit sharing, job security, company credibility and our ability to give back to our community. Think small (change) to grow big (dollars). Manage in the good times for the bad times.

Ownership:

Everyone is a partner in profit sharing so take care of our assets: equipment, facilities and each other.

Hard Work:

Be fast paced, intense, lean, focused and work for maximum productivity. Eliminate Memos – just do it! Keep a warrior spirit. Limit committees and ad hoc meetings. Where ever you are – just be there!

Individuality:

Be yourself and allow others to be different. Be a maverick – not a clone. Try new things and always be solution oriented. Got a problem, find a solution then share the problem with others and then train them with the new solution. Irreverence is OK if it drives us to improve. It's difficult to change someone's attitude so hire for attitude and then train for skills. Letting people go is very hard on a company so be a part of interviews, reference checks and be open and communicate your feelings to help the company to be sure to hire right.

Legendary Service:

We have a very unique position in our industry. We have been specialists longer than any one else in our business, we're the largest and best trained, and we have the nicest facilities. But we also are recognized on a very broad base as the service and professionalism leaders. So always be looking for ways to expand on our reputation and looking for ways to improve our service. Remember that customer service comes before company policy. Practice the golden rule – treat others as you would want them to treat you.

Love One Another:

Care about your clients, candidates, fellow employees and our community. Relationships based on love (versus just taking something) make for much more productive networking opportunities. Be "other" oriented. Document all individual and company successes and share them with each other, our community and customers!

Low Cost:

Being able to be the low cost option IF NEED BE, allows us to dominate a market, so find cost savings and be cost conscious in everything we do, so that we CAN pass the savings on to customers who EARN a discount.

Fun:

Always take your job seriously and definitely your competitors, but not yourself. Remember to work hard and to play hard too. A work life balance makes for much better productivity then efforting and putting too many hours in at work. Celebrate everything good that happens at work with everyone!

Simplicity:

Reduce cost and increase speed. Don't over analyze, be informal when ever possible. No formality, pretension or egos allowed. Eliminate excess paperwork. Be super organized, streamline & simplify where ever possible.