

THE MANAGERS CREED Birmingham Fastener

Service

We recognize that ours is a business of commitments and we meet those commitments with enthusiasm. We go the extra mile. We communicate clearly and effectively with our customers, our suppliers and ourselves.

Quality

Quality and product reliability are our top priorities. We never supply information or product that we are not proud of.

Leadership

We live by the four rules of leadership: courage, candor, commitment, and communication. We have the courage to make the right decision, the candor to deal openly and honestly with all issues, the commitment to do the whole job no matter what, and the communication skills to keep everyone informed and involved. As managers, we lead by example.

Professionalism

We strive to be professional in everything we do. We are dignified and poised at all times. We work hard and we believe in what we do. We understand plans and objectives of the company and support them wholeheartedly.

Integrity

We demonstrate complete honesty and integrity in everything we do. We strive at all times to do that which is legal, ethical, and moral.

Change

We welcome change and recognize that our primary job is to make things better. We are constantly searching for new methods, new ideas, and new technologies that will make our performance improve. We do everything possible to make every new change a success.

Profitability

We understand our obligation to our shareholders and our fellow employees. We are committed to reducing costs and to protecting our valuable assets. We defend our right to make a fair profit and our right to be paid for the products and services we provide.

Motivation and Involvement

We strive to make the work something that is enriching for everyone. We communicate goals and plans and we recognize superior results. We grant trust, respect, dignity, and responsibility. We listen and respond. We demand a work environment that is special in its attributes and we constantly seek the next higher level of achievement.

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