

STANDARDS OF EXCELLENCE FOR STAFF

We are committed to creating and maintaining a culture of service by exceeding the expectations of our affiliates and our co-workers in a helpful and courteous manner. The following standards of excellence support that commitment.

QUALITY

We strive to do things right the first time and continually look for ways to improve.

INTEGRITY

We perform our jobs in an ethical manner, with honesty, sincerity and respect for others.

DIVERSITY

We are each responsible for creating and maintaining a culture that values the unique skills, viewpoints, characteristics, experiences and backgrounds of our affiliates and co-workers.

RESPONSIBILITY

We do what we say we are going to do and take ownership of our work and our behavior.

TIMELINESS

We promptly respond to affiliates because they are our highest priority; we meet or exceed all deadlines and help our co-workers do the same.

PROFESSIONALISM

We consistently demonstrate behavior that is worth emulating and reflects well on the organization.

TEAMWORK

We work and communicate effectively with others to get the job done and to bring out the best in each other and the organization.

INNOVATION

We continually search for the best ways to respond to our affiliates' needs.

FISCAL RESPONSIBILITY

We use our resources wisely and efficiently to achieve our goals.

DEVELOPMENT

We are dedicated to enhancing our professional and personal knowledge and skills and to assisting our co-workers in their development efforts.

Commitment to these Standards of Excellence results in enhanced service to our affiliates, improved productivity, a unified staff and individual growth.