

# THE FIVE COMMANDMENTS

## *I. We are Customer Obsessive.*

You can be the best manager, or the most productive employee, but if you make the customer unhappy, you are history. If the customer doesn't want to come back, none of us will have a job. As long as you treat the customer the way you would like to be treated and act accordingly, your decisions will not be challenged.

Warranty work is to be given priority over new work. We've already angered the customer by doing the job wrong. Let's not anger them more by delaying the repair. Correct it as soon as possible. Treat the customer the way you'd like to be treated.

## *II. We are Self-Disciplined.*

We do our job to the best of our ability every day and all day without requiring supervision.

## *III. We are Nice.*

We are nice to our customers, our vendors, and each other.

## *IV. We Keep all Branches Clean.*

This is everyone's job. If you see trash on the floor, pick it up. When we respect our facilities, it helps us respect each other.

## *V. We Are Safe.*

We use every effort to protect ourselves and co-workers from accidents and injuries.

