

## **PERFORMANCE EXPECTATIONS – GENERAL FOR ALL MANAGERS**

- 1. KNOWLEDGE OF TECHNICAL REQUIREMENTS OF YOUR POSITION**
- 2. CONTINUING TO UPDATE YOUR KNOWLEDGE AND SKILL LEVEL IN YOUR POSITION**
- 3. STRIVING TOWARD A HIGH LEVEL OF QUALITY AND ACCURACY IN THE PERFORMANCE OF YOUR FUNCTION**
- 4. COMMUNICATING EFFECTIVELY WITH YOUR PERSONNEL AND OTHERS WITHIN THE COMPANY**
- 5. TREATING OTHERS WITH RESPECT AND DIGNITY**
- 6. WORKING COLLABORATIVELY WITH ALL MEMBERS OF THE COMPANY TO ACHIEVE COMMON GOALS**
- 7. UNDERSTANDING THAT OUR GOAL IS SATISFIED AND THEREFORE REPEAT CUSTOMERS AND STRIVING TO ACHIEVE THE GOAL OF CUSTOMER FOR LIFE:**
  - a. TO MEET THIS GOAL OF BEING EXTERNAL CUSTOMER COMMITTED, EACH OF US MUST BE COMMITTED TO INTERNAL CUSTOMERS AND ASSIST IN DEVELOPING EACH OF OUR EMPLOYEES TO EXCELLENT AND CONSISTENT PERFORMANCE. THE ROLE OF CONTINUAL PERFORMANCE BEGINS WITH ALL LEADERS, MANAGERS AND SUPERVISORS WHO MUST DEVELOP THEIR OWN SELF IMPROVEMENT PLANS AND WORK WITH SUBORDINATES TO HELP THEM UPGRADE AS WELL.**
- 8. WE ARE SOLUTION PROVIDERS, BOTH INTERNALLY AND EXTERNALLY. WE SHOULD NOT JUST IDENTIFY PROBLEMS BUT THINK IN TERMS OF SOLUTIONS TO THEM AS WELL.**
- 9. ALL INTERPERSONAL RELATIONS WILL BE RESPECTFUL OF OTHERS. IT IS IMPORTANT TO CREATE A FEAR FREE**

**ENVIRONMENT SO THAT ALL EMPLOYEES FEEL THEY ARE TREATED WITH DIGNITY AND CAN EXPRESS THEIR VIEWS ON A CONSTRUCTIVE BASIS AIMED AT CONTINUING TO IMPROVE THE OPERATION.**

**9.HONESTY AND INTEGRITY ARE EXPECTED OF ALL EMPLOYEES WITHOUT DEVIATION.**

**10.QUALITY IS ESSENTIAL IN ALL YOU DO.**

**10. SAFETY IS THE MOST IMPORTANT CORE VALUE WE HAVE. IT IS ESSENTIAL BECAUSE WE ARE COMMITTED TO ALL EMPLOYEES GOING HOME AT NIGHT IN THE SAME PHYSICAL CONDITION AS THEY LEFT HOME IN THE MORNING.**