

Qualifications of a Successful Company

1. Outstanding Market Leadership Supported By:

- a. Product Innovation
- b. Quality Products
- c. Outstanding Customer Service
 - i. Pre-order
 - ii. Pre-delivery
 - iii. Post delivery

2. Professionalism in Management at All Levels

- a. Competence in Strategic Planning
- b. Tangible Objectives for All
- c. Rewards to Those Who Produce & Make The Difference
- d. Honest Communications
- e. Climate of Trust

3. Good Measurement Systems For:

- a. Product Performance
- b. Customer Satisfaction
- c. People Performance

4. Cost Improvement – A Way of Life

5. Emphasis On Human Resources

- a. Systematic – Careful Recruitment
- b. Only The Competent Are Promoted
- c. Management By Example
- d. Good Corporate Citizen

6. They Have Fun