



Ranger SST

Our Values "5-5-5"

Integrity

1. Speak the truth -- graciously
2. Say what you mean, do what you say -- consistently
3. The ends never justify the means -- ever
4. Apologize for mistakes -- without excuses
5. **Do the right thing -- respectfully**

Teamwork

1. Winning is a team sport -- use the power of the team (1+1>2) ... It's all about "we" not "me" we succeed or fail -- together
2. Be ready to give constructive feedback (a willingness to dissent) and receive constructive feedback (without taking personal offense)
3. After the "debate", get behind the "decision"
4. Initiative is expected; bring ideas for solutions along with the problem
5. **Be safe... Do great things Have fun!** (source: Larry Bossidy)

Customer-Centric (somewhat different than "customer-focused")

1. Put customer interests ahead of personal/company interests. But, the customer is *not always* right. So, work with customers to develop win-win options where we can say "Yes" (simply saying "No" is too easy).
2. Focus on improving *long-term* results -- strive for the best solutions, not for the expedient (small problems usually become bigger)
3. Be responsive and follow-up, even if it is: "don't have an answer -- yet"
4. Under promise and over-deliver -- aim for distinctive service/support
5. **Build win-win partnerships based on mutual respect**

Whatever you do, work at it with all your heart, as working for the Lord, not just your earthly master ----- *Colossians 3:23* -----