



CDM tool&mfg
IDEAS TO REALITY

CDM CULTURE – FUNDAMENTAL BEHAVIORS

FUNDAMENTAL: a basic principle, an essential part that serves as the foundation of an organization's operations

- Return phone calls and reply to emails and requests for information timely and politely
- Document processes so that anyone else, properly trained, can do my work
- Ask questions if I'm at any time unsure of what is required by the job or by the customer
- Compliment and thank my co-workers
- Put things in their proper place; if there isn't a proper place, create one
- Clean up after myself
- Work safely; if I ever feel unsafe, I stop and ask for help
- Sign my work with pride that comes from A1 best grade quality
- Work intensely to meet customer expectations of quality and delivery; never give up
- There is often a better way to do something; find it, or be open to the suggestions of others
- Admit mistakes and offer a plan to fix them
- Speak positively of others
- When raising a problem or concern, offer a solution as well
- Tell the truth
- Talk directly, candidly, and respectfully to each other
- Enjoy my work
- We celebrate wins and learn from losses