

TOTAL CRAY VALLEY OPERATING PHILOSOPHY

P E O P L E	<p>PEOPLE ARE OUR MOST VALUED RESOURCE. WE WILL...</p> <p>Provide a safe work environment</p> <p>Encourage participation and teamwork</p> <p>Provide training and learning opportunities</p> <p>Communicate goals, strategies, and results to all employees.</p> <p>Recognize and reward employee contributions</p>	<p>OUR PRIME FOCUS IS TO IDENTIFY, UNDERSTAND, AND SATISFY THE NEEDS OF OUR CUSTOMERS. WE WILL...</p> <p>Aggressively seek customer feedback to direct improvement.</p> <p>Be responsive to customer requirements</p> <p>Provide innovative products, services and technology</p> <p>Strive to create close relationships with our key customers</p>	C U S T O M E R S
----------------------------	---	--	---

P E R F O R M A N C E	<p>WE ARE COMMITTED TO LEARNING AND CONTINUOUS IMPROVEMENT. WE WILL...</p> <p>Identify and implement innovative ideas, methods, and technology</p> <p>Provide feedback to our suppliers to encourage their improvement</p> <p>Strive to improve productivity in all aspects of the organization</p> <p>Maintain our ISO 9000 Certification</p>	<p>WE ARE AN INTEGRAL PART OF OUR COMMUNITY. WE WILL...</p> <p>Maintain an active role in establishing, supporting, and achieving the goals of communities where we operate</p> <p>Encourage and support employee involvement in the community</p> <p>Strive to understand the needs and expectations of key interested parties</p> <p>Be fully committed to Responsible Care® through compliance and maintaining our social license to operate</p>	C O M M U N I T Y
---	--	---	---



Thierry Razat
Date 06/01/2017