

## **OUR BELIEFS**

**We believe NAEC is a powerful tool for helping members reach better decisions, due to our high levels of education.**

- Better decisions...because a diversity of information is shared.
- High levels of education...because the speakers are professional and experts in their fields and the topics are timely for the needs of the members.

**We believe ...**

- The more people in an industry who understand and are skilled at managing strong companies,
- the more NAEC's tools are used in teaching people to manage teams, create strategy, develop products, improve services, etc.,
- the more productive, effective, and profitable a member's organization can be.

## **OUR GUIDING PRINCIPLES**

As employees of NAEC, we actively create the workplace we desire by living the following principles.

- **We take Personal responsibility.** If we have an issue, we take responsibility for getting it solved, when we make mistakes we admit our responsibility.
- **We do the Right thing, even when no one is looking.** We strive to maintain a high level of integrity and consistency in our interactions with our members and each other. Dishonesty is not tolerated.
- **We seek continuous Improvement.** Our goal is not to make the same mistake twice. When a mistake is made, not only do we correct it, we seek to understand why the mistake occurred and what we need to do to prevent it from happening again.
- **We meet our members' Needs, not just satisfy their requirements.** We strive to understand our members' real needs to ensure that we provide services that make a difference in their businesses.
- **We maintain a positive, Team environment.** We are positive in our communications and we support each other with assistance, information and guidance, as opposed to being self-concerned and bringing negative energy into the workplace.
- **We believe in Ownership thinking.** We spend the association's money as if it is our own. We are careful to spend our time only on activities that bring value to the organization.

## **OUR OPERATING PRINCIPLES**

- **We are in business to serve our members. If we are not filling that need, we will not be in business much longer.**
- **We don't solve our members' problems. We eliminate them.**
- **We are NAEC – The Premier organization serving the elevator industry. We will focus on providing exceptional services.**