



Values Charter

The Vision and Mission set out what we are aiming to achieve and what we have to do as part of the journey towards success.

Underpinning the Vision and Mission is a set of principles and values that should inform and guide our actions.

Individual:

If every individual takes account of the guidelines below there will be a direct knock-on effect to improve teamwork in all cases and quality in most

- Behaving with common courtesy to everyone no matter who they may be - yet being willing to give open and honest feedback if they offend
- Saying what we mean
- Only promising what we know (according to current conditions) we can deliver
- Constant effort to improve the quality and frequency of communications
- Taking the opportunity to develop and improve ourselves
- Being willing to ask for information, advice or help before we get too far down the wrong path
- Keeping up with the latest developments in our industry in particular and business/commerce in general, adapting ideas for our own improvement



Team:

As teams are composed of individuals, all of the following items demand the direct involvement of each person and their commitment. In all cases the impact of the team on quality will be significant.

- Commitment to developing a teamworking environment
- Jointly set objectives and organise ourselves to achieve them
- Create a “winning” attitude and atmosphere
- Spend time on developing working relationships within the team
- Finding and creating opportunities and circumstances for everyone to improve on their performance and use more of their skills, knowledge and potential.
- Finding ways of supporting/helping colleagues when they need assistance without asking for anything in return

Organisation & Quality:

This is an area that involves individuals; teams and systems, which require integrated working to achieve pre-determined standards. It requires constant vigilance, discipline, best practice, problem solving and management

- Achieving standards where they exist, exceeding them if we can, establishing standards where they don't exist
- Not accepting “nearly good enough”
- Identifying blockages, resistances and limiting factors that hinder improvement - finding ways to reduce or remove them
- Checking out assumptions - not taking things for granted
- Willingness to put forwards ideas, suggestions praise and constructive criticism in order to improve on the current situation
- Constant examination/appraisal of everything we do to find the most effective, efficient and rewarding ways of doing things



This is a simplification and re-statement of the above Values Charter

Individual

- Clarity of role and contribution
- Respect for others
- Open expression of considered views
- Commitment to continuous improvement

Team

- Setting joint objectives and standards
- Development of positive atmosphere
- Appreciation of strengths and weaknesses, best use of abilities and potential
- Mutual support
- Good communication

Organisation & Quality

- Regularly, set, maintain and improve standards
- Eternal vigilance
- Regular evaluation
- Effective action and resolution of problems (discipline, analysis and innovation)
- Communication, feedback and positive reinforcement