

The SYD Way – Behaviors and actions that help us grow.

1. Think Like An Owner.

Be a great steward of our company. Make decisions by asking yourself, “what should I do since this is our company? Could I be saving or making the company more money by doing something differently? Will this help our company to succeed?”

2. Do The Right Thing, Always.

Be committed to doing the right thing in every action you take and in every decision you make, especially when no one’s looking. Always tell the truth, no matter the consequences. If you make a mistake, don’t dwell on it – own up to it, apologize, and make it right.

3. Go The Extra Mile.

Do your job and do it well. Be willing to do whatever it takes to accomplish the job...plus a little bit more. It’s the extra mile that separates the ordinary from the extraordinary.

4. Be Relentless About Improvement.

Regularly reevaluate every aspect of your work to find ways to improve. Don’t be satisfied with the status quo. “because we’ve always done it that way” is not a reason. Be curious and find ways to get things done better, faster, and more efficiently.

5. Assume Positive Intent.

Work from the assumption that people are good, fair, and honest, and that the intent behind their actions is positive. Set aside your own judgments and preconceived notions. Give people the benefit of the doubt.

6. Honor The Process.

Create and follow systems and processes that are scalable and that support our ability to perform with consistency. Strong processes are the foundation of our company’s effectiveness.

7. Make Quality Personal.

Demonstrate a passion for excellence and take pride in the quality of everything you touch and everything you do. Don’t accept mediocrity. Good is not good enough. Always ask yourself, “is this my best work?”

8. Be Responsive.

Respond to questions and concerns quickly, whether it’s in person, on the phone, by e-mail, etc. This includes simply acknowledging that we got the question and we’re “on it,” as well as keeping those involved continuously updated on the status or progress.

9. Set Clear Expectations.

Create clarity and avoid misunderstandings by discussing expectations upfront. Set expectations for others and ask when you’re not clear on what they expect of you. End all meetings with clarity about action items, responsibilities, and due dates.

10. Focus On Solutions.

Identify the problem and focus on the solution, rather than assigning blame. Get smarter with every mistake by identifying lessons learned and use those lessons to improve ourselves and our processes so we don’t make the same mistake twice. Learn from every experience.

11. Listen Generously.

Listening is more than simply “not speaking.” Give others your undivided attention. Minimize the distractions and be present and engaged. Don’t get defensive or interrupt and let go of the need to agree or disagree. Above all, listen to understand.

12. Speak Straight.

Speak honestly and say what you mean. Be willing to ask questions, share ideas, or raise issues that may cause conflict when it’s necessary for team success. Be courageous enough to say what needs to be said. Address issues directly and politely with those who are involved or affected.

13. “Bring It” Every Day.

Have a passion for what we do and be fully engaged. Make the most of each day by approaching every task with energy, focus, purpose, and enthusiasm. Work with a sense of urgency to get things done.

14. Own It.

Take personal responsibility for making things happen and making sound decisions. Find a way we can do it, rather than explaining why it can’t be done. Be resourceful and show initiative. See issues through to their completion.

15. Treat Each Other Like Family.

Our relationships go deeper than simply being teammates at work. We genuinely care for and about each other. Always show your compassion, kindness, and patience. Treat everyone with dignity and respect.

16. Create A Positive Impression.

Every conversation, phone call, e-mail, letter, and even voicemail, sets a tone and creates an impression. Pay attention to every interaction and be sure you’re setting a tone that’s friendly, warm, and helpful.

17. Honor Commitments.

Do what you say you’re going to do, when you say you’re going to do it. This includes being on time for all phone calls, appointments, meetings, and promises. If a commitment can’t be fulfilled, notify others early and agree on a new plan to be honored.

18. Deliver Legendary Service.

It’s all about the experience. Focus on your customer, both internal and external. Do the little things, as well as the big things, that surprise them. Create the “WOW” factor that keeps them coming back!

19. Think Safe. Work Safe.

Know and practice the safety procedures for your job. Watch out for the safety of your teammates as well, for we’re all part of the Schaedler Yesco family. Never take shortcuts that compromise your safety or that of your teammates.

20. Share Information.

With appropriate respect for confidentiality, share information freely throughout our organization. The more people know, the better we can collaborate. Learn to ask yourself, “Who else needs to know this?” Share the good and the bad.

21. Embrace Change and Growth.

Be excited by the possibilities that change and growth bring. Get outside your comfort zone and take intelligent risks. Be willing to try the unconventional or a new way. Be flexible and align behind the goal.

22. Be Easy to Work With.

Find ways to make working with you/us easier. Provide simple and complete instructions. When in doubt, do more rather than pushing the work back to others. Simplify everything. Be authentic, real, and helpful.

23. Walk in Your Customers’ Shoes.

Understand your customers’ world – both internal and external. Know their challenges and frustrations. See the world from their perspective. The better you understand them, the more effectively you can anticipate and meet their needs.

24. Work on Yourself.

Be a lifelong learner. Seek out and take advantage of every opportunity to gain more knowledge, to increase your skills, and to become a greater expert.

25. Deliver Results.

While effort is important, our customers expect results. Follow-up on everything and take responsibility to ensure that tasks get completed. Set high goals and hold yourself accountable for achieving those results.

26. Celebrate Success.

Recognize people doing things right rather than pointing out when they do things wrong. Regularly extend meaningful acknowledgment and appreciation – in all directions throughout our organization.

27. Treasure, Protect, and Promote Our Reputation.

We’re all responsible for, and benefit from, the Schaedler Yesco image and reputation. Consider how your actions affect our collective reputation and be a proud ambassador for the company.

28. Look Ahead and Anticipate.

Solve problems before they happen by anticipating future issues, planning for contingencies, and addressing them in advance. Give yourself enough time to complete the work. Preventing issues is always better than fixing them.

29. Think Team First.

Be humble – it’s not about you. Don’t let your own ego or personal agenda get in the way of doing what’s best for the team. Be there for each other and be willing to step into another role or help a co-worker when that’s what’s required for success. Help each other to succeed.

30. Own Your Work-Life Balance.

Own and protect your work-life balance. Know and communicate boundaries and when you need to take a break to refresh and recharge. To give your best, you must be at your best. Work hard and go home happy. Take care of our most valuable resource: you!

31. Keep Things Fun.

Remember that the world has bigger problems than the daily challenges that make up our work. Stuff happens. Keep perspective. Don’t take things personally or take yourself too seriously.

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