

The APICS Professional Staff Welcomes You!

In September 1996, we acknowledged our contributing role to the success of APICS by saying, and meaning, these things about ourselves:

WHAT WE DO

We support a membership organization.
What we do and how we do it is based on a clear understanding of this fact.

We design and deliver education.
What we do and how we do it is based on a clear understanding of this fact.

We serve our members with an energy and fervor matched only by our commitment to each of our customers.
What we do and how we do it is based on a clear understanding of this fact.

We do it better than anyone else.
What we do and how we do it is based on a firm understanding of this fact.

WHO WE ARE

We are professionals serving professionals.
What we do and how we do it is based on a clear understanding of this fact.

We are respectful of one another; we are partners in success.
What we do and how we do it is based on a clear understanding of this fact.

We are empowered, creative, and motivated to succeed;
we are encouraged to take risks.
What we do and how we do it is based on a clear understanding of this fact.

We are committed to the achievement of the APICS mission:
to be the premier provider and global leader in individual and organizational education, standards of excellence, and information in integrated resource management.
What we do and how we do it is based on a clear understanding of this fact.

Values We Share:

Trust

Mutual Respect

Team Work

Empowerment

Risk-taking

A Sense of Urgency

Continuous Improvement

Commitment

Satisfaction of our Members and Customers

Lifelong Learning

TRUST:

We trust everyone to do what is best for the member, the customer, each other, and the Society.

Trust means assuming the best about people; it means believing everyone here wants to do a great job!

Trust is when people believe you are smart enough to do your job without a lot of help. Trust is knowing your co-workers are doing their jobs. Trust means asking for help when you need it. Trust is giving me credit for my ideas.

Trust means no surprises. Trust is earned.

Trust is knowing that when the boss stops by to talk, it's not a case of Ajust checking up on me.@

Trust is telling the truth. Trust is treating me like everyone else.

Alf you want trust, trust others. If you want friends, be one.

If you want a great team, be a great teammate.

That-s how it works.@

Dan Zadra

MUTUAL RESPECT:

We treat everyone with dignity and courtesy.

Mutual Respect means valuing each other no matter what position we have. Mutual Respect is when you ask for my opinion and don't interrupt. It means we agree to disagree without being negative.

It's knowing that being different isn't bad. Mutual Respect is when someone looks me in the eye and calls me by name.

Mutual Respect is knowing sometimes others know more than I do. It is when we each are considered an expert in our own way.

It's taking time to say *Thank you*, *A Great Idea!*, *I'm sorry*, or *I was wrong*.

Life is too short to be little.
Benjamin Disraeli

Treat people as if they were what they should be, and you help them become what they are capable of becoming.
J.W. von Goethe

Life is not so short but that there is always time enough for courtesy.
Victor Hugo

TEAM WORK:

We believe that team work has the potential to produce results superior to those that team members might achieve as individuals.

Team Work is people caring about each other and those they serve.

It is when I offer to help without being asked or told to help. It is showing somebody an easier way to do something. It's helping when the problem isn't *Amy* problem. @

It is when people put their heads together and change a good idea into a great one! It's when somebody looks at my work from a new or different point of view and makes suggestions that really help me out. It means understanding that my actions affect the next person in the process.

Team Work is making someone feel part of Our Group.

AThere is no limit to what can be accomplished if it doesn't matter who gets the credit. @

Ralph Waldo Emerson

AYou're either part of the solution or part of the problem. @

Eldridge Cleaver

ATell me and I'll forget. Show me and I may remember.

Involve me and I'll understand. @

Chinese Proverb

EMPOWERMENT:

We believe people must be enabled to make decisions that contribute to the superior performance of our organization and to the satisfaction of our members and our customers.

Empowerment means bringing my boss solutions to problems rather than problems to fix.

It means I own my work. Being empowered means I have the responsibility to do what is best. It means I am obligated to do what it takes to satisfy my customers and my members. It's when I use all available information and knowledge to decide what needs to be done.

Empowerment is when leaders teach others to share in the common vision and values and thereby gain the power to lead themselves.

All too often we forget that freedom to fail and try again is the essence of liberation.®

Tom Peters

The idea of liberation of our workforce is not enlightenment -- it's a competitive necessity.®

Jack Welch

RISK-TAKING:

We encourage informed risk-taking.

Informed risk-taking is when you make a decision you believe is right for the member and the customer. Risk-taking means I do what I know should be done. It is challenging the status quo!

It's when I try a new thing and people like it.

It's when I try a new thing and no one yells at me when it doesn't work out; instead, I am given the opportunity to fix it and try again.

It means I make a decision to try something new because it may be a better, faster, or cheaper way of doing business. It's finding a better way to satisfy the customer. It means having the courage to let people close to a problem make decisions.

You miss 100% of the shots you never take. @
Wayne Gretsky

Take calculated risks. That is quite different from being rash. @
George S. Patton

Nothing will ever be attempted if all possible objections must first be overcome. @
Samuel Johnson

It is not because things are difficult that we do not dare; it is because we do not dare that they are difficult. @
Lucius Annaeus Seneca

A SENSE of URGENCY:

We believe that how we manage our time can be a competitive advantage.

A Sense of Urgency means doing it instead of talking about it. It's taking it on yourself to make things happen NOW instead of getting bogged down.

It's concentrating on getting things done right the first time.

A Sense of Urgency is when someone answers your question instead of not getting back to you.

It's about being fast, but it's not about being panicked. It means improving the process and reducing the time needed to do it. It means doing today what you planned to do tomorrow.

There is no time like the present!@

Mary de la Riviere Manley

Even if you're on the right track, you'll get run over if you just sit there.@

Will Rogers

If you think you can, you can. And if you think you can't, you're right.@

Mary Kay Ash

Nine-tenths of wisdom is being wise in time.@

Theodore Roosevelt

I must govern the clock, not be governed by it.@

Golda Meir

CONTINUOUS IMPROVEMENT:

We recognize everything we do as a process that can be improved, simplified, or eliminated.

Continuous Improvement is declaring a war on waste! It's asking *how* to improve, not *whether* to improve. It's understanding that everything can be better, including ourselves.

Continuous improvement means never standing still. It means always thinking about what you're doing. It's running a race with no finish line. It's knowing that if you're staying even, you're really falling behind. It's not doing things the way we've always done them.

Continuous Improvement means making things a little bit better, easier, and happier.

The measure of success is not whether you have a tough problem to deal with, but whether it's the same problem you had last year.@
John Foster Dulles

Whether you're in the business of making cellular phones or computer software or Magic Kingdoms, there's always a better way to do it.@
Michael Eisner

The greatest thing is not so much where we stand, as in what direction we are going.@
Oliver Wendell Holmes

COMMITMENT:

We deliver what we promise.

Commitment is knowing that people are counting on me to do my best so I won't let them down! Commitment means keeping promises.

Commitment grows when we're trusted. It begins with believing in our work and our shared values, and understanding their importance.

Commitment is that rush of pride and satisfaction we feel when we see success. It's knowing there's something special about each of us, because we know no one does our jobs better than we do.

Commitment is the drive to honor our promises; it means being driven to satisfy the expectations of our members and our customers.

ANever say die.@
Charles Dickens

*ADid you ever hear of one who had striven through life faithfully
and singly toward an object and in no measure obtained it?
If we constantly aspire, are we not elevated?@*
Henry David Thoreau

*A... the future of mankind lies waiting for those who come to understand
their lives and take up their responsibilities... @*
Vine DeLoria, Jr.

AA promise made is a debt unpaid.@
Robert William Service

MEMBER and CUSTOMER SATISFACTION:

***We delight our members, our internal customers
and our external customers by exceeding their
expectations!***

Member and Customer Satisfaction comes from paying attention, from listening to the people who use our products and services; it's knowing what they say is important.

It's remembering, always, that the real boss is our customer -- that person with a checkbook -- who can always go someplace else to get what we offer.

We delight those we serve!

*The way to gain a good reputation is to endeavor to be
what you desire ...*
Socrates

*The simplest and shortest ethical precept is to be served by others as little
as possible, and to serve others as much as possible.*
Leo Tolstoy

There is no substitute for paying attention.
Diane Sawyer

LIFELONG LEARNING:

We work toward fulfilling the APICS Vision: To inspire individuals and organizations toward lifelong learning and to enhance individual and organizational success.

Lifelong learning represents a commitment to the consistent enhancement of ourselves and our organization.

It means I make demands of myself to keep current with the skills, education, and certifications valued by my profession. It means we prepare for our futures by developing the skills valued by APICS and by the marketplace. It means fully utilizing the educational resources available to me. Commitment to lifelong learning means I have a plan for my personal improvement. I recognize no employer can guarantee employment. Assuring my continued employability -- both within APICS and outside of APICS -- is of paramount importance to my welfare and happiness.

Valuing lifelong learning says, *Al am responsible for my success!@*

ALearning is putting knowledge into action.@

Peter Senge

*A...Learning is the best offense
in a world of massive change and global competition.@*

Jim Harris, Ph.D.

*A...If you want to change, **you're** the one who has got to change.*

It-s as simple as that, isn-t it?@

Katharine Hepburn