

Apex IT Group Core Values

Apex IT Group believes that a prosperous and efficient organization is only as strong as its core. When your organization is based on values, it is much easier to live up to our mission and vision. The core values of our company are the basis of our efforts and when we do our very best to practice them, we promote a singular vision and the passion and energy to accomplish together what we cannot do alone. This belief allows us to provide the greatest possible experience for our clients, employees, and other stakeholders.

1. Practice Blameless Problem Solving

Treat mistakes as learning opportunities. Focus on the following questions: What are our best options to solve the problem? What have we learned that can help keep us from repeating the mistake? How will we integrate that learning into new behaviors or practices?

2. Do NOT Hide Mistakes

Mistakes are made by everyone at every level of an organization from time to time. Seek to ask for help and do things correct the first time around to avoid making costly mistakes.

3. Keep The Result in mind but the Groups Best Interest First

Everyone to have the companies objectives and best interest in mind at all times and a belief system that when you put the company and your team first, personal rewards including financial- always come faster.

4. Take the Extra Time to do Things Right the First Time

Don't take shortcuts. The goal is to get things "right," not simply to get things "done."

5. Seek to Create Win/Win Solutions

Learn to think from others' perspective. Discover what others need and find solutions that meet their needs while still fulfilling our own. Win/win solutions are always longer lasting and more satisfying than win/lose solutions.

6. Keep a Solution Oriented Atmosphere

Focusing on problems drains energy. Apply your creativity, spirit, and enthusiasm toward the development of solutions.

7. Keep Things Fun and Light

The world has much larger problems than our own. Try to stay light hearted, smile more, and stay calm.

8. Create a Feeling of Warmth and Friendliness in Every Client Interaction

Every time you touch a client you're on stage. This includes calls, visits, voicemail, letters, e-mails, and other communications. Make dealing with you an extraordinary and memorable experience.

9. Practice the "Human Touch"

Treat people as individuals and show them you care. Look for opportunities to acknowledge their uniqueness and their humanness (calls, cards, notes, gifts, etc.).

10. Look Out for Each Other

Support each other's success. Operate from the point of view that we're all in this together and that any one of us cannot win at the expense of someone else or the enterprise. Look for each other's greatness and provide rigorous support when needed.

11. Be Punctual

Be on time for all appointments, phone calls, meetings, and promises. How you relate to time sends a message about how you relate to other commitments. Punctuality is a reflection of respect for others.

12. Honor Commitments

Do what you say you're going to do when you say you're going to do it. If a commitment cannot be fulfilled, notify others early and agree upon a new commitment to be honored.

13. Appearance Counts

Your personal appearance makes a strong statement about the pride you take in your performance. Dress neatly and professionally. The appearance of our office makes a similar statement about the quality of our work. Take responsibility to see that our office environment is clean, neat, and professional.

14. Being Organized Makes a Difference

Maintain a clean and orderly work area. This will help unclutter your mind and make you feel organized. Use an effective task management system to keep track of outstanding issues and responsibilities. Maintain an orderly filing system. Use the systems we provide to make organizing and tracking easier.

15. Always Look to Improve the Process

Look for ways to create systems and processes that support our ability to perform with consistency and the brand experience we seek to create for our clients and other stakeholders.

16. Double-Check All Work

Proofread all letters, e-mails, spreadsheets, etc. for accuracy and correctness. Accuracy is a reflection of our company's attention to detail.

17. Be Quick to Ask and Slow to Judge

Learn to gather the facts before making judgments. Be curious about additional information that may yield a more complete picture.

18. Be Diligent

Regardless of our SLA, we should always seek to respond quickly to client requests and never give excuses why we don't respond.

19. The client is always right

The client is why we are in business. Always make the client feel that you understand their needs. Even if they are wrong, do what is in the best interest of them by showing them what is best.