

## HOWZE PLUMBING VISION / TRACTION ORGANIZER

### MISSION STATEMENT:

To bring honor and glory to God through the stewardship of our trade. Using our skills to serve those in need and make a positive impact on all who interact with Howze Plumbing.

### PURPOSE STATEMENT:

Howze Plumbing will provide professional plumbing repair services to our residential customers with integrity and efficiency; with one goal in mind, to obtain the customers trust for all their future plumbing repair needs.

### CULTURE STATEMENT:

To serve our employees with respect and empower each person with the skills to be successful in their personal and professional lives by providing the education, training, and any additional resources needed to fulfill their ambitions.

### CORE VALUES: Revolves around *SERVICE*

- **Servant**
  - We desire to serve our communities plumbing needs selflessly, with a cheerful heart, regardless of the situation. We understand the importance of being a part of something much bigger than ourselves.
- **Communication**
  - We understand that proper communication will build relationships of trust and commitment within our own organization and to our customers. Lasting relationships begin and end with effective communication.
- **Integrity**
  - We will recommend and make the best repair/installation as possible. Working with integrity means we refuse to cut corners and are honest with our customers, keeping their best interest at heart, no matter the circumstances.
- **Craftsmanship**
  - We understand our work reflects our company. A job begins when the customer calls to schedule service and that job ends with a positive review of our work upon completion. The entire process, from the office to out in the field, is performed with expertise to guarantee customer satisfaction.
- **Ownership**
  - To our customers: We will take initiative of our customers through our service we provide. We care about the outcome just as much as our customers. We are accountable for the results of our actions - that are of the highest quality and delivered in an efficient manner. Taking ownership shows others that they can trust you to do the right thing.
  - To our employees: We will take care of our employees by providing a stimulating, inspiring, educating, and a supporting workplace. We want to give you the tools and knowledge that allow you to grow personally and professionally in your career.

