

**“Continuously supporting six pillars that are a hallmark of commitment”
People, Service, Quality, Finance, Growth, and Innovation**

TREAT PEOPLE LIKE PEOPLE

- *Treat everyone with dignity and respect*
- *We embrace the higher ethical standards of our profession and model ethical conduct to our customers, our colleagues, and our peers*
- *We are committed to ensure a fair, non-discriminatory, and complete process based on the highest ethical standards in our profession*
- **We believe our strength lies in our professional relationships and solid partnerships between our suppliers’ business needs, planning, implementing, and managing these partnerships results in the best contracts**

WORK TOGETHER

- *Developing and fostering a dynamic, proactive, and committed relationship with all activities with which we are associated*
- *We will accomplish more as a team: collaborate, share, and support EVERY person working within FPI*

QUALITY

- *We believe a strong commitment to quality service to our customers, both internal and external, is vital for our success*
- *We believe that timely and accurate information is crucial to business decisions within our company*

FINANCE

- *Maintain an accurate price history for easy comparison*
- *Evaluate and find the best overall cost for the company*

GROWTH

- *Push to extend expectations, individually and for our department*
- *Strive to be a great return on the investment the company has made in us*

INNOVATION

- *We value creativity and innovation in developing and providing successful solutions*
- *We are committed to seeking more efficient and effective ways of conducting our business*
- *Integrity, determination, professionalism, and a sense of urgency will help attain goals in any situation*

REWARD FOR VALUE

Measuring for success

- ✓ *You don't know what you don't know*
- ✓ *You can't do what you don't know*
- ✓ *You don't know until you measure*
- ✓ *You don't measure what you don't value*
- ✓ *You don't value what you don't measure*