

Vision – Mission - Objectives

Our Vision

TO SET THE STANDARD

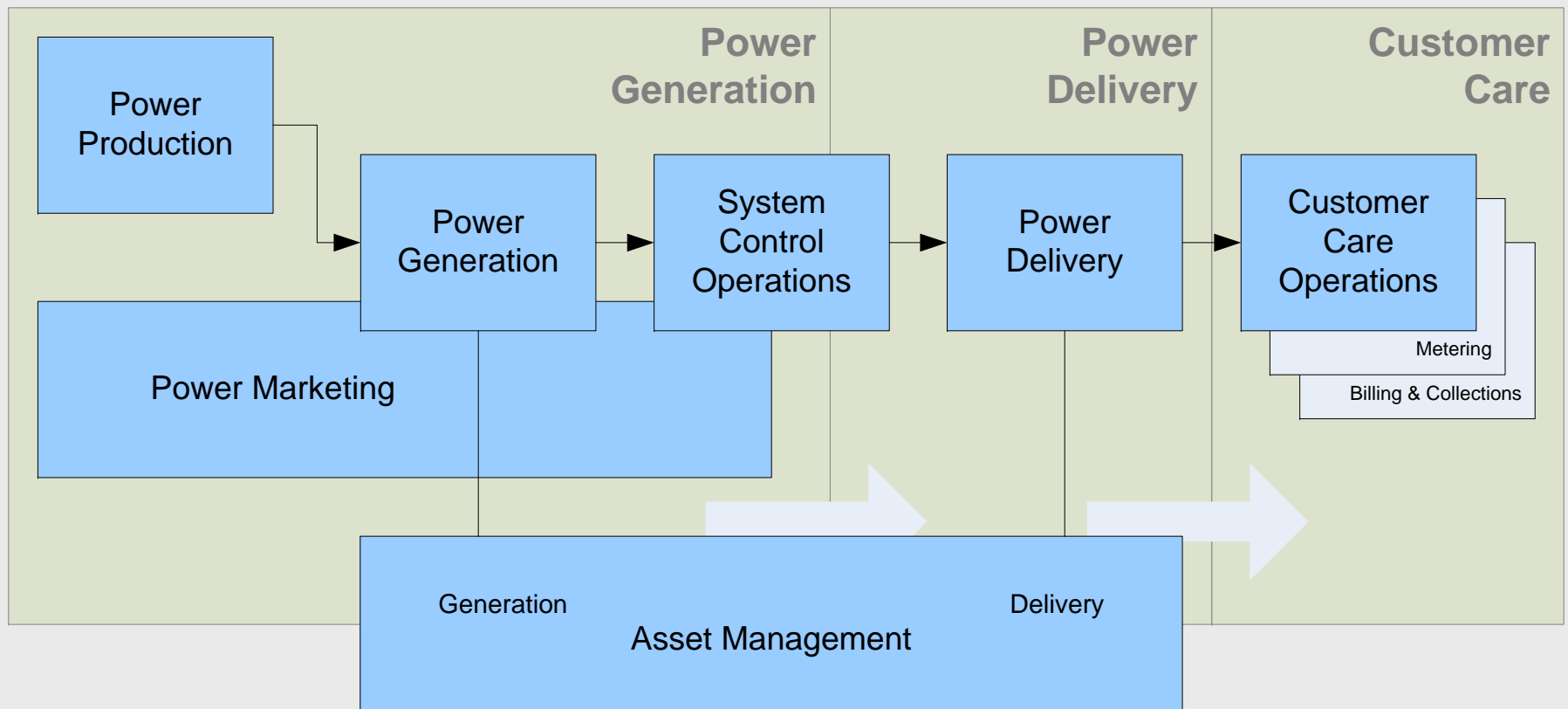
To deliver the best customer service experience of any COMPANY in the industry

Our Mission

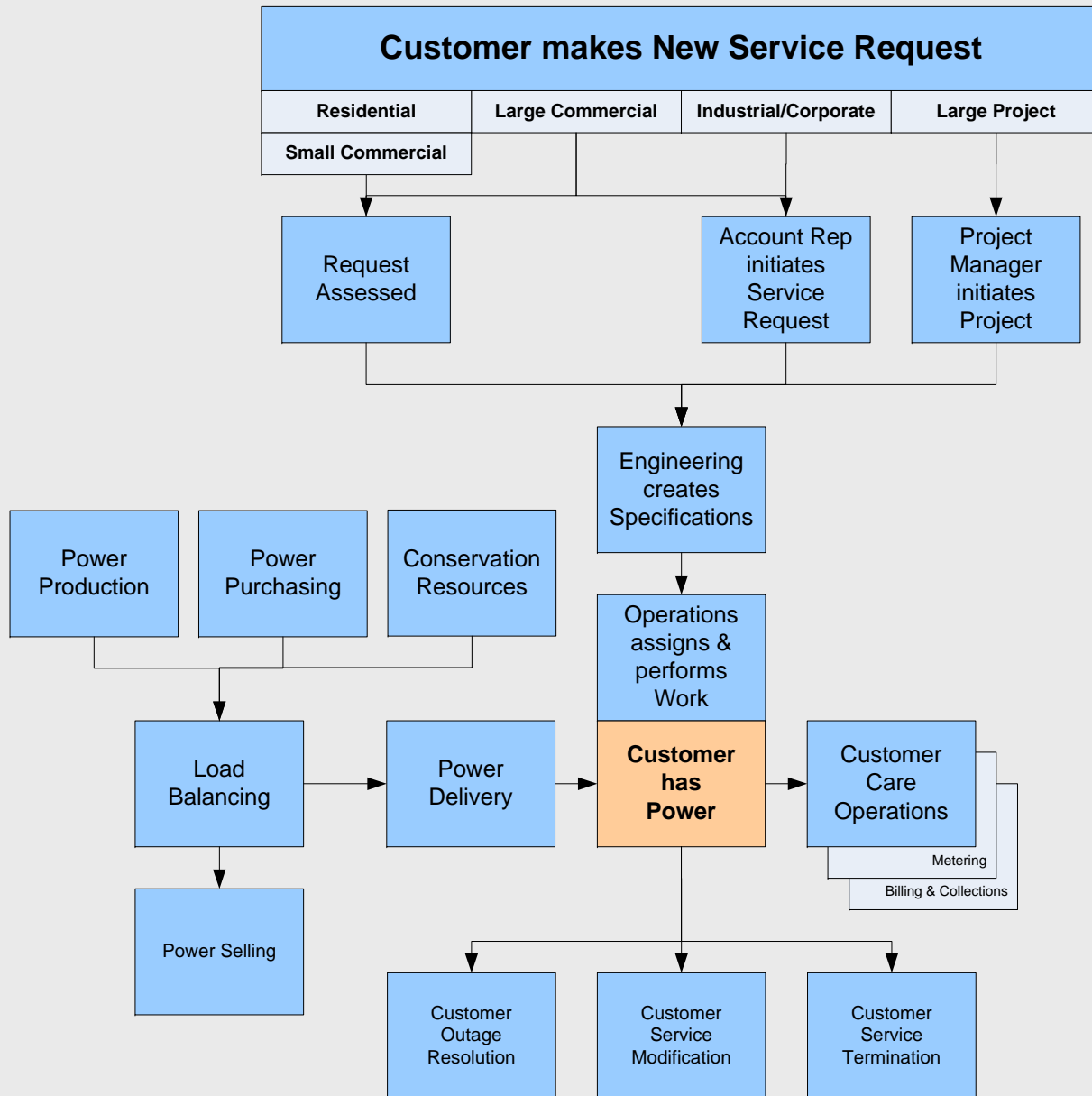
COMPANY is dedicated to exceeding our customers' expectations in producing and delivering environmentally responsible, safe, low cost and reliable PRODUCT

<u>Customer Service</u>	<u>Employee Performance & Growth</u>	<u>Operational Excellence</u>	<u>Financial Strength</u>
<ul style="list-style-type: none">•Being prompt and timely•Improve reliability•Provide solutions	<ul style="list-style-type: none">•Reward exceptional performance•Invest in employee development and training•Provide career growth and learning opportunities	<ul style="list-style-type: none">•Improve productivity and achieve cost effectiveness•Measure and improve performance•Minimize environmental impact	<ul style="list-style-type: none">•Ensure long term financial stability•Preserve and enhance our assets for long term•Manage risks

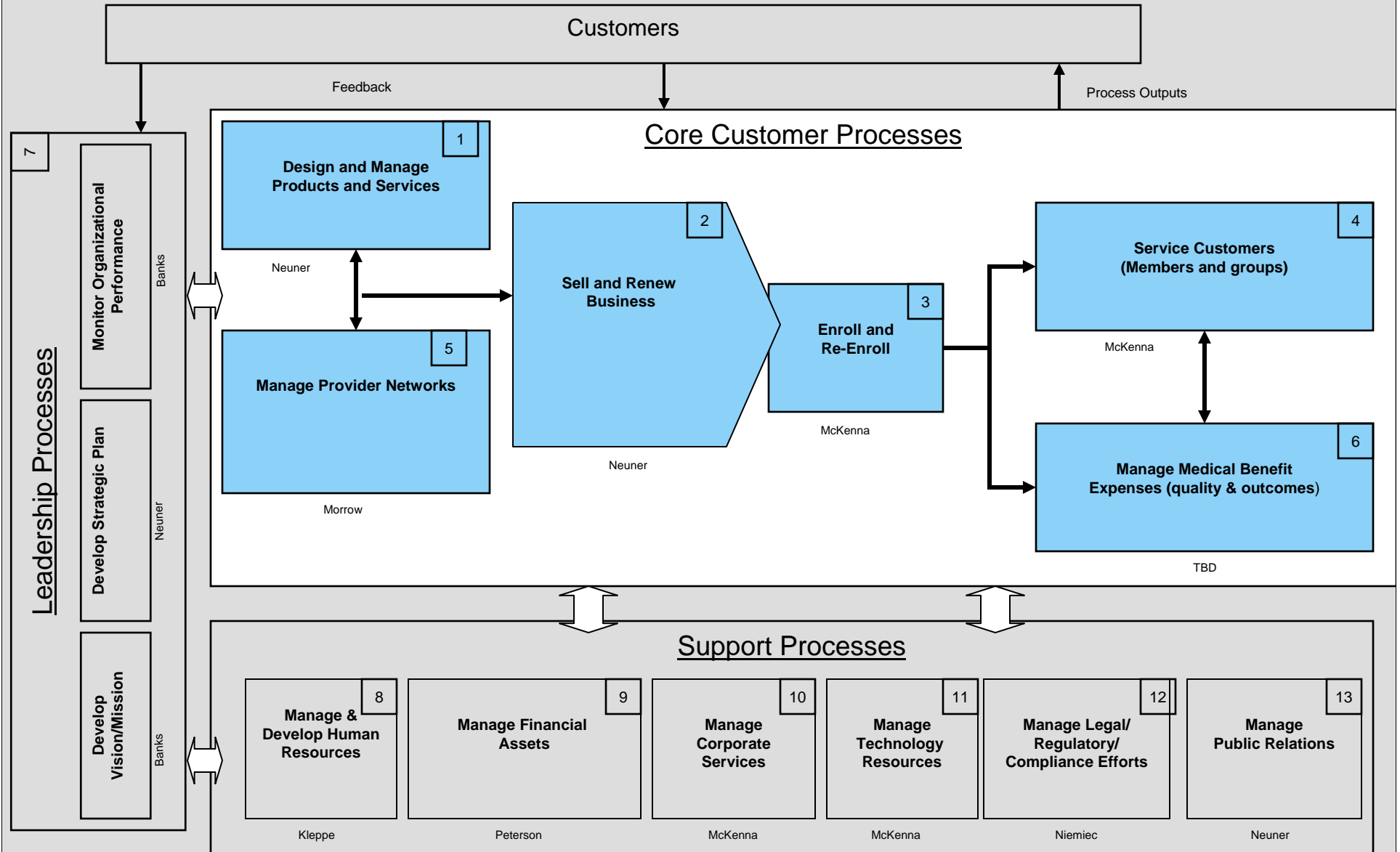
Operation's Orientation



Customer Service Orientation



Customer Value Stream Business Process Model



Information Flow must be Unbroken

Budgeting and Planning

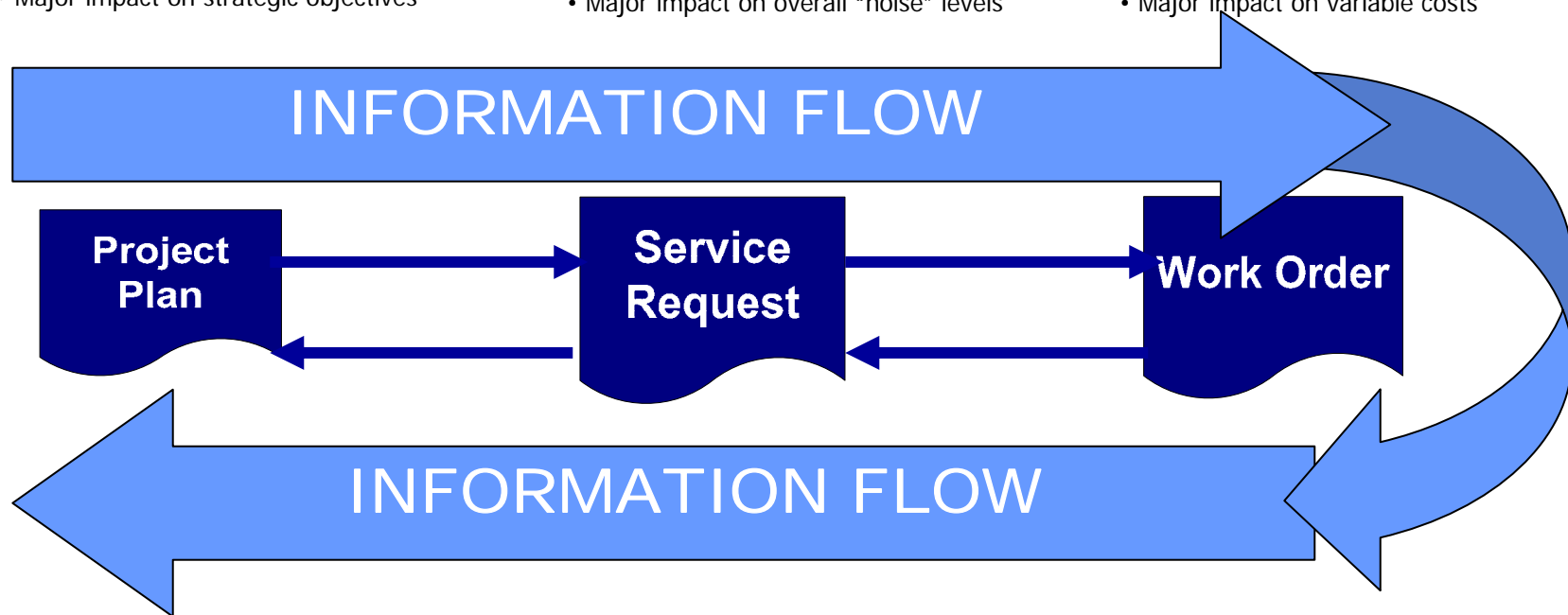
- Long-term workload/cost projections
- Basis for budget and workload forecasting
- Major impact on strategic objectives

Customer Satisfaction

- Predicts customer expectations
- Short-term workload and cost projections
- Major impact on overall "noise" levels

Workload and Costing

- Predicts actual costs
- Predicts inventory costs and turns
- Major impact on variable costs



Budgeting and Planning

- Provides "factual" actual to planned
- Provides performance and satisfaction info.
- Improves predictability of predictions

Customer Satisfaction

- Compares actual performance to organizational standards

Workload and Costing

- Collects labor usage → cost
- Collects inventory usage → cost
- Provides necessary performance data

Data Sources

Budget, Planning & Estimation Entry

Data Consolidation

Consolidated Reporting

HHI Corporate Reporting

