

interior SOLUTIONS

MISSION STATEMENT

We focus outward to improve inward – as individuals, as a company, and in the client services we provide.

CORE VALUES

In order to fulfill our mission, we expect the following qualities of each other:

DOES RIGHT & MERITS TRUST

We uphold our commitments—to each other, and of time. We're committed to respect, irrespective of title or rank; to kindness; and to standing up for each other, for ethics and values, and for truth and principle.

ACCOMMODATING & CLIENT-CENTERED

We remove ourselves from center, and position there instead, our clients and coworkers. We are comfortable giving beyond convenience, and we do so willingly, and without expectation for reciprocation.

LISTENS TO OTHERS TO INVEST IN OTHERS

We are listeners. We hear the explicit, note the implicit and seek to withdraw the unknown in between. In all our listening, we seek first to understand. We put aside pride to invest in creating, solving and satisfying.

DRILLS WITH DILIGENCE & DRIVES WITH TENACITY

With diligence and purpose, we set out to bring value, manage projects and decide direction. We crank 'til completion, and we complete with grace.

DELIVERS RESULTS REFLECTIVE OF GOALS

We set strategic goals. We don't quit until we reach them—and we reach them as a team.

MOSTLY, JUST BE THE PERSON YOUR MOTHER THINKS YOU ARE

[timelessly beautiful] [smartest person on the planet] [such an angel]

FINE PRINT

Does right & merits trust

We advocate individual choice in the workplace—because we believe there is fulfillment in freedom, and because we're trusted to choose what's right. We are trusted to act with integrity, no matter condition or circumstance.

We uphold our commitments—to each other, and of time. We're committed to respect, irrespective of title or rank; to kindness; and to standing up for each other, for ethics and values, and for truth and principle.

We leave no room for arrogance, entitlement or superiority among our team. Our success is always shared—with others, and with grace—because we understand that *combined* efforts of talent and time, and struggle and sacrifice, provide us the victory. Rank or status—personally declared or professionally achieved—are never used for power-tripping, glory-hogging, big-shot-showing or cowardly and condescending purposes.

We ask trust and vulnerability of our team. Relatedly, we ask for humility that fosters apology—apology that sounds like “I'm sorry,” and looks like a commitment to change—and for courage—courage to admit struggle, ask for help or defend truth.

Accommodating & client-centered

Taken as a whole, we ask that we remove ourselves from center, and position there instead, our clients and coworkers. We align our purpose with their own and work to facilitate the success and solutions for which they're seeking—solutions spanning custom fits and cuts; speedy turn-arounds and overnight installs; validation and appreciation; listening; accuracy; timeliness; encouragement; and humility. We are comfortable giving beyond convenience, and we do so willingly, and without expectation for reciprocation.

Listens to others to invest in others

Communication is the bedrock of our service. We are listeners. We hear the explicit, note the implicit and seek to withdraw the unknown in between. In *all* our listening, we seek first to understand. We put aside personal agendas to invest in listening and understanding, and we forsake pride to invest in creating, solving and satisfying—according to that which we've heard. We ask before assuming. We keep open ears, open minds and an open door, and we let people in—with feedback, good or bad, and input, wanted or not—without creating a threat.

Drills with diligence & drives with tenacity

Self-improvement is asked of each of us. We are students of our profession, so we seek to learn—about ourselves, our industry, our clients, our products; about strategies that win; about the reasons we fail; about setting each other up for success. We take instruction and lesson and discovery, and we drill. We repeat. We practice what we've learned until we are star performers of it, and then we do it all again.

We are a business. We come to work to do a job that yields value-based results. We don't forsake our decency, integrity or humanity along that route—because we believe those things perpetuate our success and add to our fulfillment, just as drive and ambition do, too. And we do drive. With diligence and purpose, we set out to bring value, manage projects and decide direction. We crank 'til completion, and we complete with grace.

Delivers results reflective of goals

We focus on our numbers and the dollars we want to see. We focus on value. And we focus on strategizing, and on stretching ourselves to be more than we currently are. We don't quit until we get there—and we get there as a team. We are held accountable to our goals, and we are expected to drive action and deliver results that get us to them.

...it's what's on the inside that counts.