



**PARTNERING  
IN YOUR  
SUCCESS  
BY  
PROVIDING  
VALUE YOU  
DIDN'T  
EXPECT!**

# **OPERATIONAL STANDARDS**



*Creating opportunity since 1995*

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## **CUSTOMER-DRIVEN VALUE SYSTEM**

### **CUSTOMER-DRIVEN QUALITY**

Customers are the final judges of quality. Western Plastics anticipates and strives to meet internal and external customers' needs. Our customer's success is paramount.

### **LEADERSHIP**

Leaders, in partnership with production employees, develop the organization's values, vision, mission, goals, and systems, and guide the sustained pursuit of quality and performance objectives. Servant leadership is evident in the activities of the entire organization.

### **HUMAN RESOURCE EXCELLENCE**

Western Plastics is committed to a workforce which is diverse, skilled, adaptable, and empowered. We design work and jobs to encourage individual initiative and self-directed responsibility.

### **PARTICIPATION BY ALL EMPLOYEES**

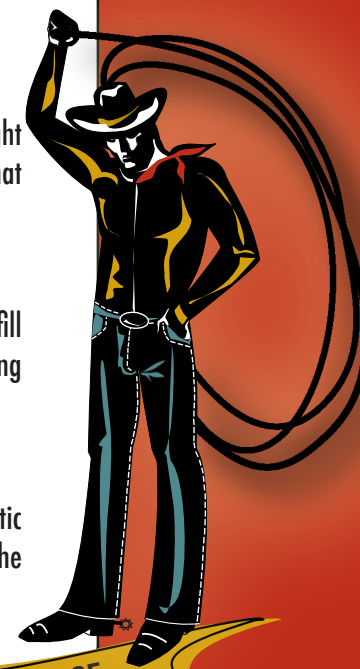
Western Plastics employees are empowered to act in an environment of cooperation and trust. Input is sought from employees in the identification of process improvements. We have established a work environment that enables employees to develop and use their full potential, while supporting company objectives.

### **COOPERATION AND PARTNERING**

Internal partnering of individuals and teams, and of management, helps everyone at Western Plastics fulfill his/her goals and enhance the overall performance of the organization. We understand that external partnering with customers, suppliers, and other organizations fosters continued growth and success.

### **DIVERSITY**

Western Plastics embraces people of different genders, abilities and a rich variety of cultural, ethnic, and linguistic characteristics to enable the organization to effectively serve its customers and community. We recognize that the importance of diversity enables each member of the workforce to fully contribute to the organization.



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## **CUSTOMER-DRIVEN VALUE SYSTEM (CONTINUED)**

### **CONTINUOUS IMPROVEMENT**

Western Plastics pursues regular cycles of planning, execution, and evaluation of every process and system. Ongoing improvement of processes and systems leads to ever-higher quality and customer satisfaction.

### **FAST RESPONSE**

Western Plastics hallmark characteristic is rapid response to customers' requirements. Associates embrace an atmosphere of flexibility; adapting to changing customer requirements. We strive to reduce cycle times.

### **ACTIONS BASED ON FACTS, DATA, AND ANALYSIS**

Western Plastics has systems in place to collect accurate, timely data to analyze processing times and job costs. This information is critical to sound planning and quality operations.

### **PREVENTION AND DEVELOPMENT OF QUALITY PRODUCTS, PROGRAMS, AND SERVICES**

Western Plastics assists customers in designing/developing new products, programs, and services, incorporating quality from the beginning of the design process as a way of preventing problems and identifying potential cost efficiencies.

### **LONG-RANGE OUTLOOK**

Western Plastics incorporates strategic planning and seeks to make long-term commitments to customers, employees, suppliers, stockholders/stakeholders, and the community.



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