

Guiding Principals



In dealing with our customers:

- We will insure that every decision we make will have a positive effect on the service that we provide to our customers
- We will treat our customer's customers as if they are our own.
- We will be forthright, admitting our mistakes and correcting them without complaint and lending our truthful opinion when required.
- We will honestly assess our ability to perform work that is requested of us before we agree to do it, and will suggest alternatives should we be unable to adequately complete any given task.
- We will protect our customers' information, systems, plans, procedures, and communications and will share them with no one.
- We will maintain the leanest operational, management, and administrative structures practical to insure that the cost of our services is as low as possible.
- We will design, initiate, maintain and use systems of communication that will allow information to flow between us and our customers freely, significantly, and in a timely manner.
- We will not hire, within 6 months of their termination, our customer's employees unless doing so is in response to a request by our customer.
- We will never ignore the fact that we are working in someone else's store and that our opinion is secondary to that of the store manager and/or his superiors.

In our treatment of our employees:

- We will be stringent and demanding in our hiring, insuring that we have the best team possible at every level and eliminating the possibility that a handful of great employees will have to carry the company.
- We will persistently strive to foster a balance between work and homelife for every employee, and will err on the side of homelife whenever there is a conflict between the two.
- We will not tolerate the abuse of legal drugs, nor the use of illegal ones.
- We will teach our employees the skills necessary to be excellent.
- Every employee within our company will make himself available for questions, comments, or complaints to every other employee in the company regardless of rank or title.
- We will apply standards and expectations evenly and consistently to every person in the company; nothing but the best will be acceptable, and everyone will be expected to work toward constant improvement.
- We will reward ability and excellent results with promotion and greater responsibility.
- We will respond to accidents and injuries promptly and fairly, reporting every incident without the threat of prejudice or retaliation.
- We will tolerate no abuse, harassment, nor injustice, regardless of the source.
- We will deal honestly with our employees, letting them know from the moment they are hired what they can expect from their jobs both positive and negative, and asking them to commit to giving their total effort to their work, their thoughts, and to Matrix.

In managing the finances of the business:

- We will consider profit margin in every decision that we make, and will decline to enter into deals or relationships that might affect our profit negatively.
- We will never allow budgeted revenue to be unrealized and will use any measures at our disposal to bill the hours or jobs we have been allowed.
- We will always search for the greatest value before making purchasing or other contractual decisions.
- We will construct our budgets in such ways that will allow us the normal and necessary expenses required of our business instead of missing opportunities as the result of parsimony.
- We will endeavor to grow both the revenue and the net margin of the business each year.
- We will participate in every program created by any government that will limit or reduce our tax burden.
- We will never allow money or other resources to go to waste.