

AIAG Core Values

As a service organization, AIAG's success depends on being CUSTOMER DRIVEN. We recognize that we have both external and internal customers (member companies, volunteers, consumers of our products and services, partners, and AIAG staff). The true measure of our success will be our ability to deliver world-class customer service and satisfaction. We will leverage the following core values and behaviors to realize this goal.

Bias for Action

- Demonstrates a sense of urgency. Meets and strives to exceed customer expectations everyday
- Employees are empowered to uncover and resolve problems so customers have a positive and valuable experience
- Prioritizes activities and focuses first on the most critical tasks necessary to reach AIAG's business goals
- Listens to customers; looks for opportunities to create and deliver on high quality products and services

Objectivity

- Is consistently honest and truthful in dealing with others, successfully building trust, openness and rapport
- Actively pursues personal learning by continuously updating knowledge, skills, and abilities through challenging assignments, and applies new learning to yield positive business results
- Challenges the logic with an alternative and thoughtful solution
- Proactively shares specific, relevant and timely information with internal and external customers to make data driven decisions for continuous improvement

Teamwork

- Demonstrates flexibility and adaptability in leveraging the cross functional knowledge and resources available across the organization
- Regularly follows through on, and frequently exceeds, commitments made to others
- Demonstrates collaborative problem solving and the inclusion of others by sharing tasks and information so that desired customer outcomes are the highest priority (Problem solving not finger pointing)
- Celebrates AIAG successes and openly acknowledges all contributions from across the organization