

**NEWCOM**

We Take Integraton Further

# Core Competencies

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The strategic advantages of  
our business



# Core Competencies

## Quality of Work

Maintains high standards despite pressing deadlines, competitive and economic pressures; regularly produces accurate, thorough, professional work. Delivering results better faster quicker than the competition.

## Reliability

One owner, so decisions can be made quickly to allow better customer service and more focused business decisions. Decisions are made in-house; friendly and knowledgeable staff customers can count on; committed to doing the best job possible for customers; keeps commitments.

## Customer Service

Listens and responds effectively to customer questions and feedback; resolves customer problems to the customer's satisfaction; respects all customers; follows up to evaluate customer satisfaction; measures customer satisfaction effectively; commits to exceeding customer expectations.

## Problem Solving

Gather information before making decision; conduct a comprehensive discovery; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; analyzes current procedures for possible improvement.

## Flexibility

Adapts and offer customers the choice, convenience and price benefits; Understand customer needs and attract new customers most efficiently. Listens to customer needs.

## Organization

Able to manage multiple projects; able to determine project urgency in a practical way; uses the goal to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively. Great focus and attention to detail.

## Innovation

Able to challenge conventional practices; adapts established methods for new uses; pursues ongoing system improvements; creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.

## Value & Support

NEWCOM values and supports its customers and its employees; NEWCOM employees are the biggest influence to our customers and the most valuable asset to the company.

## Ethics

NEWCOM adheres to the highest ethical standards to the communities its serves, customers, and employees.

## Quality Control

Establishes high standards and measures; tests new methods thoroughly; considers excellence a fundamental priority. Price, Quality, Service