

OUR CULTURE

THE VALUES WE LIVE BY

Integrity

We make and keep commitments to each other, our customers, and all we interact with. We always speak the truth, deliver what we promise, and clear up any broken agreements or promises at the earliest possible opportunity.

Commitment

As stakeholders in the success of our company, we are committed to our Vision and Mission Statements, our Goals, and to the highest standards of professionalism, work ethic, and customer service. We are committed to our office team as well as the company as a whole, and ultimately committed to the success of HCTS.

Customer Service

We build relationships of trust in an open and supportive environment, supporting our clients' needs, and exceeding their expectations. We are courteous and professional to all, including our own colleagues, vendors, and our office teams, as everyone is truly our customer. We are consistent in the execution of our systems, such that our clients feel comfortable in dealing with us at all times.

Effective Communication

By seeking first to understand the needs of all we interact with, and being compassionate and sincere, we communicate to others in a way that builds trust and loyalty. We never use or listen to profanity, sarcasm or gossip. We learn and always use the names of our clients, and personalize every message we share.

Team Focus

Our business teams are totally and diligently focused on the top goals of the organization. We focus our attention as teams and individuals on the successful outcome of whatever we are doing.

Team Trust

All stakeholders operate in a safe, "win-win" work environment, where initiative and responsibility are fostered and rewarded, where all contributions are valued, where all have the opportunity to win.

Value Added Service

Our team strives for excellence in customer satisfaction, giving of our time, talents and energies such that our reputation of superior customer service precedes us. We deliver products and services of exceptional quality that add value to all involved for the long term.

Quality and Accuracy

Every product and service delivered to our clients is diligently scrutinized for both high quality and perfect accuracy. Good isn't good enough, for we strive for excellence.

Professional Conduct

Every individual stakeholder (whether an employee, customer, vender, etc.) is treated in a professional, courteous manner. They return knowing we have supported them, living by integrity. We act and are proactive in displaying competence and personal confidence. We strive to build professional character within office teams, and act around the highest code of ethics in public and private.

Clear Objectives

All staff members are provided with clear, measurable goals and objectives, wherein success can be measured. By building and improving systems around our own office activities, as well as our clients, we create clear, measurable procedures that produce desired outcomes.

Valued and Supported

Trustworthy and committed staff members are financially and emotionally rewarded, and with their longevity, personal development and contributions, come greater opportunities for advancement, education and remuneration. We view life as a journey to be enjoyed and appreciated, and create a peaceful, pleasant atmosphere for ourselves and all we interact with.

Personal Leadership

As servant leaders, our staff are proactive in prioritizing and resolving concerns, completing individual and team goals, and improving themselves to reach our Mission and their own. By leading a balanced approach to life overall, our staff provide a stable environment for all stakeholders. Our staff members strive to gain greater knowledge to bring greater value to themselves and our organization.



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