

The NMA Standards of Behavior are a companion to our Mission, Vision, and Values. The Standards define what it means to be an employee of NMA, guide how we work with each other and our customers, and illustrate what sets us apart from our competitors.

Focus on Customer Service

We take pride in doing the best possible job to serve our customers. We embody the principles of AIDET, treating each customer as our own. We look for opportunities to exceed expectations, and will do whatever it takes to provide exemplary service.

Collaboration & Teamwork

We are team players and work collaboratively to help others, including those outside of our departments, because together everyone achieves more. We encourage and respect diversity of opinions, perspectives, and thoughts. We make the effort to acknowledge co-workers for a job well done and to say thank you for their contribution.

Communication

We are proactive in our internal and external communication. We communicate with others in a clear, respectful way. We share thoughts and opinions, and to the greatest extent possible, seek input from others into our decision-making processes.

Supportive Learning Environment

We offer and accept constructive feedback, and take responsibility for our mistakes. We are receptive to training opportunities, share our knowledge and wisdom with others, and seek out opportunities to facilitate knowledge improvement and professional growth.

Appearance

First impressions are lasting ones, and we present ourselves in a professional manner at all times.

Be-Attitudes

Be Positive in our thinking and approach

Be Present in our daily work, focusing on each interaction and task

Be Prepared for each task, meeting, or project