

Ball Systems Core Values for a Winning Team

At the heart of every great company lies its core values, the operating principles that permeate every area of the business. They stand for what a company is all about and how an organization is run, and reflect what's truly important to a business and its leaders. Running a company without identifying them is like hiking without a compass. You'll soon be lost. They are your true guide and moral compass all rolled into one.

SELF EMPLOYED MENTALITY

This is not a J-O-B... We all act like we own the place. This means making decisions as if you were an owner, sacrificing self for the betterment of the organization. Making good financial and business decisions that drive both short and long-term profits, customer loyalty, and teamwork. Taking care of our facilities, how we're perceived on and off the job, and respecting one another. I will treat the company's money like it is my own.

RIGHTEOUS LIVING

We believe that character matters...in all areas. We are truthful and not deceitful. We honor one another, our customers, and our suppliers by being honest in our dealings with one another. We recognize that who we are at work, and in our personal lives are not separable, and one reflects on the other. We will live lives that our mothers would be proud of.

RESPECT

For our customers, our team, ourselves, our vendors, our community. Our team is diverse by design. We value the differences that each team member represents. We also recognize that everyone is important and has a role that matters. No-one is more important than anyone else, and no-one's time is more valuable. We will respect each other's value, differences, and contributions. Likewise, our customers deserve our respect we are here to serve them, and we will treat them with the decency, honor, and respect they deserve.

ACCOUNTABILITY

We honor commitments to our customers and to one another. I am responsible to accomplish my work, on-time, with quality. I realize that my customers, my co-workers, and the company depend on me doing what is expected of me. I will do what it takes to honor my commitments, even when it is uncomfortable or hard.

EXCELLENCE IN THE ORDINARY

We are faithful in the little things. Details matter. We recognize that small mistakes can lead to big issues. We also acknowledge that the accumulation of small decisions can have a large impact. We will strive for excellence in all that we do and will challenge ourselves to be better today than we were yesterday, even in seemingly small matters.

COMMUNICATION

We communicate proactively, clearly, and transparently...good or bad. We realize our customers and team members are more comfortable and effective when they know where things stand, and what to expect. Minimize surprises. We believe that clarity and transparency build trust with others, and that trust is the basis for a great team, and for a great customer / supplier relationship.

NO FLAT TIRES

We live balanced lives, but we work hard to win in the marketplace. Keeping balance in our lives (Work, Family, Spiritual, Financial, Intellect, Health, Social) prevents us from getting out of control. Too much (or too little) focus on one area leads to a flat tire.



ballsystems
50 YEARS OF INNOVATION

SOLVE TOUGH PROBLEMS

We discover, analyze, and overcome. We are a technology company. The work that we do is frequently supporting products that are leading-edge in their industry. This allows us the privilege of solving challenging new problems for our customers. Likewise, we provide many capabilities that our customers require because they are unable to solve many problems themselves. This frequently means they give us some of the messiest and most challenging work to complete. Regardless of our role at Ball Systems, much of our day is spent solving tough problems. We excel at doing just that.

TEAM

We are members of a team, not employees. We strive and pull together to serve our customers. From the water-boy to the quarterback, all roles are critical, and we strive together to be better with each “play”. We recognize that our team’s success, and that of our customers, is dependent on our ability to work together seamlessly as we execute our playbook. We win or lose together.

QBQ

The Question Behind the Question. What can I do? How can I help? We take responsibility for who we are and what we do (or don’t do). We don’t accept victim mentality, and when things aren’t going right, we figure out what we can do about it rather than complaining about why someone else isn’t taking care of it. I am responsible....no-one else is.

FLYWHEEL PRINCIPLE

Focused intensity, over time, produces unstoppable results. It takes time and consistent effort to get the flywheel moving, but once it is in motion, it takes much less effort to keep it in motion. We will be consistent, and persistent in our approach. We won’t accomplish anything with quick new-year’s resolutions that we don’t follow-through on. No fad diets. No sudden start/stops. We will execute consistently, paying attention to the details, and we will stay the course. No matter how many times you read The Tortoise and the Hare, the tortoise ALWAYS wins.

WE SHARE THE PROFITS

We share in the profits of the company. This is not an indication of how much we like or dislike you. You won’t have to guess if we have a problem with your attitude or performance by looking at the amount of your profit-sharing check. We will have already had that discussion with you. We will FEEL the success or lack of success of the company through the profits that are shared by the owners with the team. Profits will be shared when we win in the marketplace, and won’t be shared when we don’t. You can impact your profit sharing with your attitude, your effectiveness, and the company’s financial success. Your income includes profit sharing and is not just your base salary. When you look at the income you receive at Ball Systems, you must take into consideration the entire amount.

NO GOSSIP

Gossip will not be tolerated. You will be terminated if this is a problem. We only discuss negatives with someone who can do something about the problem. Step-one is to quickly discuss the concern with the person perceived to have the issue. This is healthy conflict resolution. When done in the spirit of love, this is often the best way to resolve concerns. If that can’t happen or isn’t effective, we pass negatives up to management, but NEVER sideways or down. Sideways or down = Gossip.

MARKETPLACE SERVICE

If we serve others well, we won’t have to worry about money. This includes both our external and internal customers. If our business is about serving our customers well, the rest will take care of itself. You will be recognized for your efforts, and Ball Systems will be as well. Serve well and work hard, and rewards will come.

FLEXIBILITY

We will be flexible in our dealings with our customers, with our suppliers, and with each other. The work we do, and the environment we do it in, require flexibility, so the more flexible we are, the more valuable we become to our customers. Our flexibility in our dealings with our customers simplifies their lives by allowing them to worry less. Our flexibility with each other builds trust that we will each do what it takes to succeed together. The mentality of “the customer is always right” is core to this value. Keep the greater good in mind, and be willing to change course on a project, or to compromise with a teammate if it means greater success in the end.