

“The ability to deal with people is as purchasable a commodity as sugar or coffee and I will pay more for that ability than for any other under the sun.”
John D. Rockefeller

Life is more complicated? than we used to think about it, and you will have to more than once make decisions under conditions of uncertainty. Many times you will come across a situation, when you need to perform an action, or to complete a task not provided in a list of services that you are provided by an agreement of the Company (for example, "to solve the problems of your boss's boss "). The company expects that in such situation you will perform an action, and won't refer to the outlined list of your services. The company always appreciates it. So that it was easier for you to make a decision in an uncertainties, please follow the following simple rules. They reflect values and principles of the Company and are subordinated to Kyrgyz Concept 's mission. They make the foundation of our corporate culture, and therefore are called Corporate standards. These standards are followed by everybody in our company, starting with top management and ending ordinary performer and trainees.

Standard 1 “Company’s customer”

I know that the Company's Customer - all wishing to purchase or purchasing Company's services. At the same time, I believe that my clients are all my colleagues - Internal Partners. I'm sure that my partners think the same.

Standard 2 “Customer Care”

I know that the purpose of the existence of the Kyrgyz Concept Company - is primarily Customer Care. During the provision of services on behalf of the Kyrgyz Concept Company I can meet my personal needs only if they are compatible with the Customer's needs and are consistent with the values and objectives of the Company. I'm sure that my partners come the same way.

Standard 3 “Satisfied customer”

I understand that my personal success and the success of the Company is to meet Customer's needs. Since its foundation in 1990, the company identifies the needs and exceeds customer expectations, thereby accumulating their trust. Money is as a measure of that trust. So, I'm working on customer trust accumulation, and not on making money. I'm sure that my partners do likewise.

Standard 4 “Resting Time”

I understand that, by cooperating with Kyrgyz Concept Company, I become part of it. Therefore, thought about myself I leave on resting time. It does not always coincide with the time schedule of company's offices, as Customer might need me at any time. I'm sure that my partners do likewise.

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Standard 5 “Work on the result”

I understand that by taking the decision to cooperate with Kyrgyz Concept Company, I possess a tremendous opportunity for growth and development, and I pay by personal time for it, without limitation in an hourly work. I am working exclusively on the result, if I want to rest more, then I will need to significantly increase my performance, and this is not easy. I'm sure that my partners come the same way.

Standard 6 “About the power of personality”

I accept that it is possible, that I will face some limitations. Sometimes - it is the lack of an isolated workplace or inconvenient location, sometimes - not enough computers. This is not done deliberately, and this situation is not permanent. Simply the company is constantly growing. The Kyrgyz Concept Company valued personality capable to achieve big goals, despite the possible difficulties and inconvenience. The Company always appreciates my striving to be with them in one row. Excuses as: "When I have computer ... ", " When I have my workplace ... ", " When I have more time ... " - perceived in the Company as an excuse, and the inability to achieve its purposes. I'm sure that my partner do likewise.

Standard 7 “The simplicity and reliability”

I consider indecent to complicate the work. I do my best to simplify my partner’s work. I am sure that my partners do likewise.

Standard 8 “Reproduction”

I try to do my job reputable, and the result of my work is reproducible in my absence. If this does not happen, it means that the work was done poorly or has not finished yet. In a situation of uncertainty, I make such a decision, which gives a possibility to reproduce the result in my absence. I'm sure that my partners do likewise.

Standard 9 “Quality”

I agree to the fact that documents (contracts, bids, acts, etc.) made by me in a poor-quality are NOT signed, and work executed in a poor-quality will NOT be paid, as I know that the measure of my work effectiveness - is the result. I'm sure that my partners share the same point of view.

Standard 10 “ASAP”

I answer any customer’s request as soon as possible («ASAP»): in cases where it is possible I answer to the phone call from the first ring, but no later than the third ring; I respond to emails within 4 hours. If I have objective reasons and the customer permission, I can extend the response time to a client to 24 hours, but no more! If it is impossible to keep within 24 hours, I have to call and report to the Client that I remember about him/her, and that I will fulfill his request within the agreed deadline. I am sure that my partners do likewise.

Standard 11 “Accuracy”

When I'm working in a team, I understand that, for example, 08:30 means 08:30, not 09.15 and not 10.00. I understand that the general agreement organizes not only my time, but the time of my partners too and the violation of an agreement disorganizes not only me, but also my colleagues who are not to blame. In the case of different pads circumstances, I always call my colleagues to warn in advance. I'm sure that my partner acts in the same manner.

Standard 12 “Plan”

I understand that by working according to the plan, I achieve much greater efficiency than, working in the chaos. So I always plan my work and coordinate my activities with my partners and TOP- management of the Company. I always present intermediate and final results according to my road map. I'm sure that my partners do likewise.

Standard 13 “Conversations”

I accept that during work, I'm talking about work, or better yet I will work. I'm sure that my partners do likewise.

Watch instructive parable about the Caliph:

<https://www.youtube.com/watch?v=CEyJuSAW9fI> (на русском)

Standard 14 “Interests of the company”

I understand that my work time - is time, which I dedicate to the interests of company, and my workplace - is the place where I work in the interests of the company. I also understand that I should not communicate at the workplace and during working hours with any person (including a former partner company), whose visit is not related to the interests of company. I'm sure that my partners do likewise.

Standard 15 “Activity, not imitation”

I know what an imitation of action is. This is when instead of what NEEDS to be done, I do what I want. Or, instead of necessary work, I do more pleasant to me and less responsible work. For example: instead of communicating with customers, I communicate in social network for thousands time; I know that it's called "laziness, futility and irresponsibility". I can distinguish the activity from of its imitation. I do not turn aside from the really productive work in an uncertain situation. I'm sure that my partners come the same way.

Standard 16 “Presence at the meetings”

I understand the importance of my presence at all meetings organized to exchange information, coordinate the plans and make decisions. So I always visit them and I allow myself not to take part only if the customer is vitally in need of me. I inform the initiator of the meeting about the impossibility of my presence. I'm sure that my partners do likewise.

Standard 17 “Regarding your location”

I accept that, for the benefit of customers, while providing the company's service being not in the office, I will inform my manager or the Guest Relations Manager about my location. I'm sure that my partners do likewise.

Standard 18 “I Do not Try, I Do”

I know that the question: "Will it be done or not?" To answer: "I'll try" or "No" - indecent. I answer, "Yes, it will" and set deadlines to the task. If I find it difficult to answer the question, then say, "I will connect you with competent specialist now." I'm sure that my partner comes the same manner.

Standard 19 “Discussion of the problem”

I consider indecent to talk, hush up and conceal problems or discuss them behind their back (including colleagues). I specifically pronounce aloud the problem to people who can help me solve it until complete exhaustion of possibilities. I know that another way of dealing with problems - regardless of my will - transforms into gossip. So I think indecent act differently towards my colleagues. I'm sure that my partners do likewise.

Standard 20 “Problems are source for new ideas”

I understand that it is impossible to solve all problems, but any of them can be turned into a task - the source of new ideas. It is necessary to pay attention only to those tasks, the resolution of which leads to the achievement of company objectives. So I'm working based on principle: Problem > Analysis of Difficulties -> Goal > Task > Resource Search -> Decision. I'm sure that my partners do likewise.

Standard 21 “Rational core”

At corporate discussions and brainstorming, I never deny the proposal immediately, for a start I think over it and find a rational core. If I am not satisfied with something, I don't criticize, I propose a rational alternative. I'm sure that my partners do likewise.

Standard 22 “Company's Image”

I will never say anything bad about the Company which I cooperate with, and my partners in the presence of strangers, because I understand that any information about Company - is the formation of its image. I am proud of my work in the Kyrgyz Concept Company. The company's image - is my image, because I am its representative. I understand, that any communication with the outside world - is the company's advertising. For advertising and PR is responsible everybody in the company, not just the marketing department. And so I serve each client that he becomes a free advertising man of the Company. I'm sure that my partners do likewise.

Standard 23 “Transmission of Information”

I am constantly in touch with the partners, working together with them and I take responsibility in the cases if I bring them on|betray. I'm sure that my partner comes the same manner.

Standard 24 “Regarding Commercial Secrets”

I, as a partner of Kyrgyz Concept Company, don't disclose commercial secrets of the Company. I'm sure that my partners do likewise.

Standard 25 “No hard feelings!”

I never take offense about trifles, and, moreover, never seeking a cause for resentment. I know that the search for offense - this is a common affair. I'm sure that my partners comes the same way.

Standard 26 “My/to me help”

I know that the best thing I can do for the partners in difficult situations – is to help. The best thing I can do once I am in a difficult situation - is to ask partners for help. So if I feel I can help in a really difficult situation, I will certainly come to help to my partners regardless of my list of services. I'm sure that my partners do likewise.

Standard 27 “Regarding training”

I know that the company invests heavily in training and in acquisition and implementation of new techniques and technologies. So I learn and apply knowledge and techniques passed to me. Moreover, I try to make up something new in order to share my experience with my partners. I'm sure that my partner comes the same manner.

Standard 28 “Regarding Courage”

I boldly tackle my new and unfamiliar matter and I do not fear to seem to be weak and incompetent. Because if something does not work, I never give up, I try approach it in a different way. I'm not afraid to make a mistake. I'm sure I can fix it. I'm sure that my partners do likewise.

Standard 29 “Conflict Client”

I know that in case of conflict client in the company, I (regardless of his position) lead him out of the communication zone of my partner and other clients. Then, I solve all the issues with him alone, then I inform the manager about what happened. If I find it difficult to resolve the problem of the Client, then I seek the help from partners or top management. I'm sure that my partners do the same way.

Standard 30 “Negotiations”

I understand that I have the right to engage in business negotiations with anyone (including friends), only on those business issues in which I have jurisdiction, if I am not sure in my competence, I consult with my manager. I'm sure that my partners do likewise.

Standard 31 “Regarding Suppliers”

I accept that in relations with business partners – I always act for Company’s benefit. I defend the sphere of interests of the Company and do everything possible to achieve in relations with suppliers do not happen unjustified rise in prices and decline in the quality of work. In a situation of uncertainty, I make such a decision, which uniquely protects the sphere of interests of the Kyrgyz Concept company. I'm sure that my partners do likewise.

Standard 32 “Regarding bribes”

In the case of a proposal to me personally the commission by the customer or supplier (Organizations, individuals) in the form of money or gifts, I just politely stop all negotiations on this issue and report to my manager on the received proposals. Therefore, the responsibility for further contacts with the organization and / or private person is passed to my management, who is competent to take appropriate measures. I'm sure that my partners do likewise.

Standard 33 “Competitor’s offer”

I understand that in case if any representative of any competing organizations will contact me with the proposal, I immediately kindly take him to my manager, I do not keep any conversation with him and I answer to his proposals "Please, talk to my manager." I'm sure that my partners do likewise.

Standard 34 “Personal Effectiveness”

I know that to improve my personal performance, I set goals and achieve them, and when I succeed in it, then the company is successful - "my personal success is the success of the Company." I'm sure that my partners feel the same way.

Standard 35 “Confidence”

When I'm confident in my partners, and my partners are confident in me, I can safely state that the Company is confident in me. I'm sure that my partners feel the same way.

Standard 36 “Flawless”

I accept that the customer pays the Company for the perfect fulfillment of their expectations. The company pays me for the excellent performance of its customers' expectations. If I look forward to anything more than was agreed earlier, I have to offer more than what I was expected to perform. But if I do not deliver what I promise, then fact about my dissatisfaction with the remuneration will not be taken into account. I am confident that my partners consider likewise.

Standard 37 “Two proposals”

I accept that in very complex issues while referring to top-managers, I do not state the fact of a problem, I do not put forward a bare criticism, but do at least two proposals to solve this problem. I'm sure that my partners come the same way.

Standard 38 “Difficulties – New Opportunities”

I understand that our business and our clients are exactly where there are difficulties, therefore, when it is difficult, I do not despair and do not stop trying, and I convert difficulties into challenges and I look for new opportunities to solve them. I'm sure that my partners come the same way.

Standard 39 “Approaching State Authorities only through Lawyer”

I know that if I face any form of relationship with representatives of state authorities and their officials, I send them to company's lawyer. All operations in these cases are carried out only after consultation with a lawyer.

Standard 40 “Property of Internal Partners and the Company”

I do not manage documents, received correspondence, parcel or any other internal partners property, including company's property in absence of responsible internal partner without his agreement. I'm sure that my partners do likewise.

Standard 41 “On the disagreement with the standards”

I understand that internal standards and rules of Kyrgyz Concept Company created for the company's effective functioning, and I take a commitment to implement them. If I am not agree with some of them, I make a proposal to change it for the review of top management and HRM department. I'm sure that my partners come the same way.

Conclusion

We, the partners of Kyrgyz Concept Company, know that following the general arrangements protect and develop our business, bring together in one big family our Company and give opportunity to our real families to become richer and more successful, and enjoy work for ourselves. Violation of the general agreements deprives us from these opportunities.

Everyone, who is on the road of success with our Company, agrees that our values, principles and standards contribute to our common prosperity. And if this is so, then all of us must patiently explain to the new internal partners who are in our friendly team, listed above. And if we are persistent, patient and friendly, we can count on the fact that our colleagues will come the same way.
