

Hydro Engineering Inc.

Vision Statement

Products

- Without exception our customers drive our research and development for new products.
- We are committed to designing innovative new products that fill a niche and provide a service to our customers.
- Every product will be thoroughly tested to insure quality and reliability.
- Design reviews are routinely performed on each and every product.
- We will constantly improve our products and manufacturing efficiency.

Pricing

- We are committed to providing the best value to our customers.
- Our competitor's specifications, pricing, and terms are frequently evaluated to insure that our products are the best value on the market.
- We seek to help each customer cost justify their purchase. Every product must justify the customer's investment.
- We will provide mutually acceptable payment terms for every customer.

Communication

- We will seek to understand the customer's needs and provide the correct product to fit the need.
- The customer's individual needs will be properly documented on the order to insure agreement on equipment description, price, and terms.
- Constantly improving communication; within our company and between all stakeholders will insure that "what we sell is exactly what we provide".
- At the time of order, we will commit to a ship date and if we cannot meet that date we will contact our customer to inform them of any delay.
- We will at all times accept judgment of our vision. Input and ideas from all stakeholders; employees, vendors, distributors, and customers will be made top priority at all times.

Profitability

- We will purchase the best components and services at the best possible prices.
- We will not waste money.
- We sell only items that are profitable for both Hydro and our customers.
- We will build only what is sold, describe it properly on the order, and do it right the first time.
- Our salespeople will negotiate payment terms that protect all parties.

Commitment

- We are committed to Hydro Engineering's Vision Statement. This is a living document, and will dynamically change as circumstances dictate. We will gladly accept your response to our vision.