



ERIE INDUSTRIAL SUPPLY CO.

TEN COMMANDMENTS OF GOOD BUSINESS

A CUSTOMER

**IS THE MOST IMPORTANT PERSON IN ANY
BUSINESS**

A CUSTOMER

**IS NOT DEPENDENT ON US;
WE ARE DEPENDENT ON THEM**

A CUSTOMER

**IS NOT AN INTERRUPTION OF OUR WORK,
HE IS THE PURPOSE OF IT**

A CUSTOMER

**DOES US A FAVOR WHEN THEY CALL, WE ARE NOT
DOING THEM A FAVOR BY SERVING THEM**

A CUSTOMER

IS PART OF OUR BUSINESS, NOT AN OUTSIDER

A CUSTOMER

**IS NOT A COLD STATISTIC; THEY ARE FLESH-AND-
BLOOD HUMAN BEING WITH FEELINGS AND
EMOTIONS LIKE OUR OWN**

A CUSTOMER

**IS NOT SOMEONE TO ARGUE OR MATCH WITS
WITH**

A CUSTOMER

**IS A PERSON WHO BRINGS US THEIR WANTS; IT IS
OUR JOB TO FILL THOSE WANTS**

A CUSTOMER

**IS DESERVING OF THE MOST COURTEOUS AND
ATTENTIVE TREATMENT WE CAN GIVE THEM**

A CUSTOMER

**IS THE LIFEBLOOD OF THIS AND EVERY OTHER
BUSINESS**