

# FedEx

FedEx is a global courier delivery services company that provides shipping, logistics, and courier delivery services worldwide. It was founded in 1971 and is known for its overnight shipping and reliable delivery services. FedEx operates a vast network of transportation and distribution facilities, handling packages ranging from small envelopes to large shipments. The company's name is derived from its original air division, Federal Express.

## **Physical values:**

1. **\*People-Service-Profit Philosophy:**\* Prioritizing the well-being of employees, providing excellent service to customers, and ensuring profitability.
2. **\*FedEx Purple Promise:**\* A commitment to make every FedEx experience outstanding, reflecting reliability, professionalism, and a customer-centric approach.
3. **\*Integrity:**\* Upholding honesty, fairness, and ethical behavior in all aspects of business.
4. **\*Innovation:**\* Embracing a culture of continuous improvement and staying at the forefront of technology and industry trends.
5. **\*Teamwork:**\* Encouraging collaboration and recognizing the value of collective efforts.

It's important to check the latest information on FedEx's official website or recent publications for the most up-to-date details on their corporate values.

## **Organizational values:**

1. **\*People-Service-Profit (PSP) Philosophy:**\* Prioritizing the well-being of employees, recognizing that satisfied employees provide better service, which leads to profitability.
2. **\*Integrity:**\* Conducting business with honesty, transparency, and ethical standards.
3. **\*Innovation:**\* Embracing a culture of continuous improvement and staying at the forefront of technology and industry advancements.
4. **\*Responsibility:**\* Demonstrating a commitment to environmental sustainability, safety, and social responsibility.
5. **\*Customer Focus:**\* Placing a high value on meeting and exceeding customer expectations.

These values are integral to the company's identity and guide its actions and decisions. For the most current and detailed information, it's advisable to check FedEx's official website or recent publications.

## Values

For each statement enter a score from 0-10. (0 = Never true at all;  
2.5 = A little true; 5 = partially true; 7.5 = Mostly true; 10 =  
Always fully true)

<b>Cleanliness and orderliness</b> : of offices, production and warehouse facilities, equipment, customer service areas, raw material and finished product inventory, closets, bathrooms, etc	<b>2.5</b>
<b>Regularity</b> : of meetings, reports, sales calls, performance reviews	<b>7.5</b>
<b>Punctuality</b> : things happen when they are supposed to, without delay	<b>5</b>
<b>Efficient use of money and materials</b> : in purchase of raw materials, parts and supplies, in production, shipping, transport, research, etc	<b>10</b>
<b>Maximum utilization of time</b> : of senior management, middle management, supervisors, other employees, technical staff, customers and vendors	<b>5</b>
<b>Optimum utilization of space</b> : in offices, files, showrooms, warehouses, facilities etc	<b>2.5</b>
<b>Optimum utilization of plant and machinery</b> : in production capacity, offices, retail outlets, vehicles etc	<b>2.5</b>
<b>Maintenance of equipment</b> : in terms of frequency, quality, cleanliness, care	<b>10</b>
<b>Safety</b> : in offices, warehouses, production and research facilities, vehicles, for employees, vendors and customers	<b>10</b>
<b>Quality of product</b> : in terms of functionality, values, reliability, repeatability, life-span, packaging, presentation, safety, etc	<b>7.5</b>
<b>Quality of service</b> : in terms of timeliness, reliability, suitability, value, repeatability, courtesy and friendliness	<b>5</b>

## Organizational Values

For each statement enter a score from 0-10. (0 = Never true at all; 2.5 = A little true; 5 = partially true; 7.5 = Mostly true; 10 = Always fully true)

<b>Discipline:</b> in adherence to company policy, rules, systems, procedures, schedules, standards, ethics, etc	<b>2.5</b>
<b>Freedom for initiative:</b> to make suggestions, develop plans, take decisions, carry out or modify actions etc	<b>2.5</b>
<b>Accountability:</b> of individuals, departments and divisions for performance, results, problems, etc	<b>5</b>
<b>Standardization:</b> in terms of forms, files, procedures, reports, performance evaluation, equipment, training, recruitment, orientation, communication etc	<b>7.5</b>
<b>Systemization:</b> in sales, marketing, customer service, accounting, research., production, engineering, estimating, recruitment, training, promotions, communications, coordination, reporting, etc	<b>5</b>
<b>Coordination:</b> horizontally between of departments of plans, activities and systems	<b>2.5</b>
<b>Integration:</b> for smooth operation vertically between different levels of the organization in terms of plans, decision and priorities	<b>5</b>
<b>Communication:</b> up and down and sideways within the company, with customers and vendors, in terms of openness, frankness, clarity, frequency, accuracy, timeliness and brevity	<b>10</b>
<b>Cooperation (teamwork):</b> between individuals, departments, divisions, branches etc	<b>5</b>

## Psychological Values

For each statement enter a score from 0-10. (0 = Never true at all; 2.5 = A little true; 5 = partially true; 7.5 = Mostly true; 10 = Always fully true)

<b>Pleasing the customers:</b> in terms of promptness, courtesy, friendliness, thoughtfulness, anticipation of needs, meeting unreasonable demands, making them happy	<b>7.5</b>
<b>Repeat for the individual:</b> in establishing rules and policies, design for systems, taking decisions, executing instructions, <u>etc.</u> , in terms of people health, safety, self –esteem, feelings and opinions	<b>5</b>
<b>Developing people (personal growth):</b> through education, training, increasing, responsibilities, promotions, flowering of capacities	<b>10</b>
<b>Loyalty:</b> to and from suppliers, customers and employees	<b>2.5</b>
<b>Service to Society:</b> community welfare, environmental protection, development of products and services that meet real physical, social or psychological needs	<b>7.5</b>
<b>Integrity:</b> honesty, keeping promises, standing by your word	<b>2.5</b>
<b>Innovation:</b> improvements in marketing, research, production methods, systems, financial management, human resource developments	<b>7.5</b>
<b>Creativity:</b> in terms of new products, new ideas, new systems, new production methods, new application of technology, new methods of financing, new marketing strategies	<b>2.5</b>
<b>Harmony:</b> the overall atmosphere of smooth and harmonious interaction between people, departments, divisions, systems, activities, rules and policies, within the company, and between these elements and the external environment, customers vendors, community, laws, <u>etc.</u>	<b>10</b>