



0 to 10 Relationship Management (0 to 10RM®) “Partnering Community” Charter

Vision:

Working together to make our world a better place.

Mission:

0 to 10RM, a global standard in Relationship Management by December 2009.

Key Objectives:

1. Sustain a community of Elite Trainer Facilitators (ETFs) and P1 coaches to deliver the vision & mission
2. Have delighted customers based on demonstrable value gained, who are a point of advocacy and referral
3. Develop a sustainable & successful business model and brand
4. Drive continuous improvement & innovation of 0 to 10RM
5. Develop a values based global 0 to 10RM community.

Guiding values

- **Integrity** - strength of character, trustworthy, honesty, conviction, humility, openness, tolerance, respect, balance, doing what you said you would do or better
- **Excellence** - professional, competent, goal oriented, performance based, improvement focused, knowledge seeking & sharing, doing better, doing different
- **Passion** - high energy, belief in self & the 0 to 10RM principles, concepts and practices
- **Mutuality** - win/win & shared benefits that are enduring, community based, community spirited
- **Health, Safety and Environment** – Operate in a safe way, respecting the health and well-being of ourselves, others and the environment.