



## **IAPD Distributors Council**

### **Plastics Distributors Competencies and Expectations**

#### **1. Stocking Inventory Commitment**

- a. Owned and maintain level of inventory as defined in IAPD membership criteria to service selected markets.

#### **2. Staff Skill Level and Development**

- a. Commitment to training in sales, customer service, products, applications and markets.

#### **3. Organizational Standards**

- a. High ethical and professional values, principles and practices, including those associated with environmental, health and safety.

#### **4. New Product Development**

- a. Willingness to inventory and market new products developed by manufacturer partners.

#### **5. Joint Marketing**

- a. Willingness to develop and execute cooperative marketing campaigns.

#### **6. Industry, Sales and Market Leadership**

- a. Stable management and sales team focused on excellent customer service and developing new business to facilitate the expansion of the plastic industry.

#### **7. Open Communication**

- a. Open and collaborative dialogue and expectations regarding shared business opportunities.

#### **8. Strategic Supplier Relationships**

- a. Develop long-term, mutually beneficial supplier relationships founded on trust, respect, open communication and honesty.