



IAPD Manufacturers Council

Plastics Manufacturers Competencies and Expectations

1. Open Communication

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

2. Strategic Distributor Relationships

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

3. Organizational Standards

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

4. Commitment to Staff Skill and Training with Distribution Partners

- a. Training/Support
- b. Customer service
- c. Technical back-up
- d. Literature – standard and custom
- e. Product quality, applications and markets
- f. Useful and updated website

5. Distribution Channel

- a. Signed distribution agreements should be executed between manufacturers and their authorized distributors.
- b. Commitment to selling products through plastics distribution and other market-specific distribution channels.
- c. Support distribution in geographies where they have a physical distribution presence.
- d. Will not support non-stocking, brokering agencies.
- e. Manufacturers may make sales calls to OEMs and end users to promote their products.
- f. Derives revenues from sales through distribution as defined in IAPD membership criteria.