

# Our Vision

Our vision is to distribute chemicals, related products and provide services to compounders, manufacturers and resellers.

# Our Mission Statement

The Mission of the Young Chemical Company is to exceed our customer's expectations and be the preferred supplier & trusted vendor by empowering our team to provide:

## Exceptional Service:

- We understand our customers business and anticipate their needs
- We stock the products our customer's need and deliver them when they are due!
- If the product is not in-stock we will do everything humanly possible to get it to our customer in 5 days and we communicate the situation and ETA immediately to the customer
- Orders are confirmed
- We respond! We practice the "Sun Down Rule" – all customer phone calls & emails will be responded to by midnight of that day!
- We practice best of class forecasting & communication
- Our Pricing is current
- We acknowledge problems and resolve them!
- We proactively meet and communicate with our customers to seek feedback and strengthen relationships

## Products our customers need:

- A wide range of unique specialty products
- A "one stop shop" of commodity items
- Sourcing assistance for our customers
- With quality and value that meet the customers requirements and specifications

## Technical Support:

- Access and coordination of supplier and Young Chemical technical resources
- We are current with the latest technical trends

## Commitment to Improvement:

- Open Communications
- Training
- Personal Responsibility and Accountability
- Quality Certifications and Processes
- We invest in the business

Young Chemical  
**CORPORATE CULTURE**

**S**et Goals and Have Accountability for Results

**C**ustomer Focus

**W**e Value Our Suppliers

**T**raining and People Development

**I**ntegrity

**E**mpowerment

**T**eamwork

**O**pen Communication

**O**rganizational Focus and Discipline

**A**ct with a Sense of Urgency

**E**nvironmentally Responsible

**F**un!