

Done Plumbing & Heating Mission Statement

MISSION

We serve our customers' needs with high-quality products, industry-leading craftsmanship, and a superior level of customer service. To empower every individual to contribute our full potential, we will attract and retain friendly, courteous, and knowledgeable people and foster an environment of openness and trust. We are committed to operating our business as a valued neighbor in the communities we serve. We believe that integrity and honesty are essential and will never be compromised in our business.

Core Values

Provide Superior Service.

- Present ourselves and the company in a professional manner at all times.
- Employ knowledgeable and qualified technicians.
- Communicate with our customers from the initial call through follow-up service.
- Educate our customers.
- Use high quality parts that meet or exceed industry standards.
- Stand behind our work.
- Build a loyal customer base through repeat business.
- Abide by all state and federal laws and regulations.

Efficiently and Ethically Solve Problems.

- Create an environment that values doing the RIGHT thing.
- Only suggest and perform the work our customers desire and/or need.
- Work together to best serve our customers and our company.
- Acknowledge the value of the services we provide.
- Work with a network of vendors and suppliers that shares our core values.
- Use the latest technology and processes to assist our customers quickly, accurately, and properly.

Provide a Place Where People Enjoy Their Work and Can Achieve Their Potential.

- Develop a culture where all voices are heard.
- Create a culture in which people help, support, and respect one another.
- Lead by example.
- Provide the tools and resources necessary for employees to succeed.

- Encourage and support continuing education through internal and external resources.
- Acknowledge the dedication of employees and their families.

Be a Responsible Community Citizen.

- Practice sound procedures to protect the safety of our customers, employees, and community.
- Give back through donations to local clubs and charities.
- Work to have a positive impact on the environment.

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