

VINCE MAYFIELD'S

15 Rules for Success

Learn it, love it, live it!

1 Take Care of the Customer or Someone Else Will.

Customer service is not a department, it's an attitude.

Customer service is vital to our business. Technical solutions are our job, but customers are our business. Most of our business comes from existing customers. There are little things we can do everyday that make a big difference – answering E-mails promptly and courteously, answering the phone and returning calls.

3 Never Forget the Big Picture.

The best way to maintain a steady effort is to never forget the big picture.
It's easy to get wrapped up in a small detail and lose sight of how it may affect the rest of the project.

5 Be Thorough.

Genius is nothing but continued attention.

We have to pay attention to a lot of stuff. Taking time to make sure every task is completed before handing it off saves time.

7 Constantly Re-invent Yourself.

Always be learning and seeking knowledge.

Make good use of your time and never stop investing in your own skill set. The moment you stop learning is the moment you become a liability instead of an asset.

9 Marketing the Company Is Everybody's Responsibility.

Always be looking for new opportunities.

This is not only good for our continued success, but it's good for the customer. When we look for opportunities, we are also looking for ways to increase the customers' success. That makes us valuable partners.

10 Profitability of the Company Is Everybody's Responsibility.

Make smart choices about time, resources and expenses.

Everything you and every team member does affects our bottom line and ultimately our ability to increase pay and bonuses. It also determines how much we grow.

11 Track Your Time Daily and Accurately.

Value your time as a business resource.

This is how we get paid and this is how we account for our time to the customers. An error here means that one customer is over-billed and other may be under-billed, which are both are unacceptable.

13 Work Together.

If everyone is working together, then success takes care of itself.

Your title may be software engineer or administrative assistant, but our success depends on everyone's working together to fill in the gaps. Whether it's filling the fridge with sodas or emptying a trash can, there are no tasks that are beneath any team member.

2 Details Matter.

Details create the big picture.

When things go wrong with software, it often is the result of missing a small detail along the way. The road to redemption is long and uncomfortable.

4 Take Ownership.

Ownership is the cornerstone of a strong team.

Treat each project you work on as if it was your name on the front door – and on the signature line of everyone's paycheck.

6 Be Consistent.

Consistency reduces mistakes.

A disciplined and consistent approach creates an environment of dependability and allows you to troubleshoot problems easily.

8 You are Bit-Wizards.

It's not a one man team, win or lose.

This company sinks or swims based on the effort, dedication, pride, and professionalism of the people who work here. We are a team that derives our ability to stay in business from each person's contributions.

12 Use your Time Effectively.

Efficiency is doing things right; effectiveness is doing the right things.

Your goal is to have 40 billable hours every week. Sometimes that isn't possible. In those cases, your time should be spent wisely to enhance your education or on internal projects that move the company forward.

14 Treat other Team Members Like Family.

We are in this together.

Buck up, get the job done and don't worry about who gets credit because we know everyone's contribution.

15 First Impressions are Everything.

It's the first impression that will open the door or close it.

Whether it's an application, a website, or a portal, users decide in the first three minutes if they like an application. If it looks like crap they will think it is crap. In the end, perception is reality.

