



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.