



12 SIMPLE TRUTHS

TO MAKE YOUR RETAIL BUSINESS EXCEPTIONAL

Being in business well over 55 years, KPM Exceptional has developed 12 simple truths to make ourselves exceptional. Now, we want to share them with you.



12 SIMPLE TRUTHS

TO MAKE YOUR RETAIL BUSINESS EXCEPTIONAL

1. WE SINCERELY CARE ABOUT YOU AND YOUR BUSINESS

Your success means our success. We represent the brands that are profitable for you and the brands your customers want.

2. WE ARE PROUD OF EACH AND EVERY ONE OF OUR EMPLOYEES

Their well-being is critical. We are all experienced professionals who understand the challenges that you face on a daily basis.

3. IT IS THE DEDICATED TEAM OF EMPLOYEES THAT SETS KPM APART

They know you depend on them to get it right, for you.

4. EACH EMPLOYEE IS THE CLIENT OF ANOTHER

Values such as Accuracy, Anticipation of Needs, and Prompt Service must start at "Home".

5. WE HAVE YOUR BACK

We know you're extremely busy, so while you're running your business, we are your advocate. We're here so you can be sure you have all of the tools, communication and support you need and want - to help minimize your risk.

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WHO DEVELOPED THESE TIPS?

These 12 truths have been developed over the course of many years of outdoor power equipment industry experience.

While they were strengthened in our challenging industry, we believe that most are applicable to any well run business.



KPM Exceptional
One Exceptional Way
Landing, NJ 07850
Office Phone: 800-388-9191

6. WE ARE NOT PERFECT, BUT WE PURSUE IT CONSTANTLY

Continuous improvement – to do something a little bit better every single day.

7. WE ARE PURPOSEFUL IN EVERY THING WE DO

We have been in business since 1957. We've learned to get to know your business, to service your needs. Not just the generic needs of any dealer, but your specific and unique needs.

8. WE MAKE TECHNOLOGY INTUITIVE

We are always seeking to learn and anticipate your needs in our IT development to help you with your productivity. We stay up to date with things, so that we can help you with your technology related concerns.

9. WE ARE DEDICATED TO THE OUTDOOR POWER EQUIPMENT INDUSTRY

This is what we do! No side businesses to divert our attention elsewhere.

10. WE ARE MOTIVATED TO WIN – NOT TO AVOID LOSING

We play offense – not defense!

11. WE OWN AND CELEBRATE OUR MISTAKES

They become a critical source of education, to help us continuously improve and avoid repetition of our mistakes.

12. WE STRIVE TO DO WHAT WORKS FOR YOUR BUSINESS

This has been our approach and this is why our channel partners say we are among the easiest distributors to do business with.

“YOU CAN TRUST KPM. THEY ARE THERE TO HELP YOU BUILD A BRAND WITH SERVICE AND SALES. WORKING WITH KPM MAKES IT EASIER TO RUN OUR BUSINESS. WE CAN COUNT ON KPM, AND WE CAN DEPEND ON THEM.”

TONY HOLLINGER, EBLING'S SERVICE PLUS

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