



## **IMIA Standards of Excellence**

We are committed to our mission of promoting the profession and creating and maintaining a culture of inclusion, transparency and excellence by exceeding the expectations of our members and the industry. The following standards of excellence support this commitment.

### **Continuous Improvement**

We strive to continually look for ways to improve and promote improvement in all our activities.

### **Integrity**

We perform our jobs in an ethical manner, with honesty, sincerity and respect for others and we are not afraid to take a stand when we recognize an injustice.

### **Plurality**

We foster a culture that accepts plurality and a diversity of viewpoints and products, such as codes of ethics and standards of practice. We also believe that multi-organization collaboration is one way to foster plurality of views.

### **Diversity**

We are each responsible for creating and maintaining a culture that values the unique skills, viewpoints, characteristics, experiences, and cultural and linguistic backgrounds of our members.

### **Responsibility**

We do what we say we are going to do and take ownership of our work and our behavior.

### **Transparency**

We keep our membership informed of the organization's positions, direction, future plans, current activities and decision-making process. We also keep our membership informed of other organizations initiatives, not only promoting our own work.

### **Timeliness**

We promptly respond to members because they are our highest priority, and we do our best in being expedient in all our activities.

### **Professionalism**

We consistently demonstrate behavior that is worth emulating and reflects well on the organization.

### **Teamwork**

We work and communicate effectively with our members and other organizations to promote the profession and to bring out the best in each other, and the organization.

### **Collaboration**

We do outreach and promote healthy collaborative relationships with diverse organizations, including government entities, for profit or non profit organizations.

### **Innovation**

We continually develop and promote innovations to the field of medical interpreting, which are often replicated and/or adopted by other organizations. As a national and international trade association representing medical interpreters, we believe that interpreter practitioners are the ultimate experts in their field.

### **Fiscal Responsibility**

We use our resources wisely and efficiently to achieve our goals. We are not reliant on any outside funder. We are a fiscally independent organization.

### **Development**

We are dedicated to enhancing our professional and personal knowledge and skills and to assisting our members in their professional development efforts.

The IMIA believes that commitment to these standards of excellence results in enhanced service to our members, improved productivity, a unified organization, and the promotion of individual growth and responsibility in the field.