

Q&A with **mandy li**

president and ceo, mandy li collection



Grand & 12th | Los Angeles, CA
 Design: R.D. Jones and Associates
 Manufacturing: Mandy Li Collection
 Installation Photo: Whitney Cox

What are some best practices you employ in your business?

Mandy Li Collection's team of dedicated professionals are committed to continuing our fine company tradition of high attention to details, carefully listening to our clients, maintaining open and honest communication between us, our clients, sales reps and within our office. We also try our best to be as consistent as possible in our everyday operations because we firmly recognize that everyone's time is precious and quite limited compared to the daily rigors of running an office and certainly conducting good business as usual.

How do you see your company growing in the next five years?

At Mandy Li Collection we anticipate continuing the expansion of our natural stone, quartz and case goods product lines in conjunction with our ongoing projects. As we further expand our brand recognition in the global market we are continuing to invest in the improvement of our manufacturing and project management processes. We are building on our foundation of established production protocols while exploring new strategies that will assist with our company's current expansion. We want to continue to grow and build the company, keeping focus on the final goal which is maintaining a partnership with our clients based on trust and dependability. We aim to deliver their vision with excellence and affordability.

What do you look for in a good partnership?

We look for integrity, open mindedness, cooperation, thoughtfulness, ingenuity, willing to go the extra mile to get things done for the benefit of all involved namely our clients and strong conviction in their reliability and worth as team members. A good partner is willing to embrace change as needed and to adapt to the ever-changing challenges we encounter daily as we go about our business to service our clients.

How do you ensure strong partnerships?

By willing to compromise, consider the clients' and our partner's needs as well as ours, by practicing fairness and objectivity, by conducting the best business practices to ensure mutual success, and always trying to place ourselves in our clients'

shoes. We always try our best to be mindful of the other party and to understand that just because something works for us, it may not necessarily work for our clients. We try to be adaptive and to show that we are willing to be team players all with the common goal to do honest business where the clients keep coming back to do business with a reputable and reliable company beyond reproach.

What sustainability/eco-friendly practices do you use in product development?

Mandy Li Collection continues to ensure that our products are CARB-compliant (California Air Resource Board compliant), we use paint that has low VOC (volatile organic compounds) and adhesives that are low in formaldehyde content. We also source out factory partners and suppliers who share the same values as us regarding being as eco-friendly as possible in all aspects of our operations. We try to maintain consistent levels of sustainability to help preserve our precious natural resources.

What is your company's philosophy?

We practice every business day what we refer to as our Core Company Values. In short, we have eight mantras:

- Deliver "Wow" through service (implementation of excellent customer service)
- Embrace and drive change (adaptability to ever changing times and ideas)
- Pursue growth and learning (learn new things every day, stay focused and attentive to all details)
- Do more with less (practice efficiency as best as possible)
- Build positive team and family spirit (we encourage diversity in ideas, opinions, and points of view)
- Be passionate (passion is the fuel that drives us and our company forward)
- Don't be afraid to make mistakes and to learn from the mistakes (we shouldn't be afraid to make mistakes as long as we learn from them)
- Be humble and respectful (we should always be respectful of everyone as every person is equal and we all have different tasks and all are valuable).

