

# A conversation with Linda Whiteley of AGS Solutions Inc.

**A**GS Solutions Inc. President Linda Whiteley understands the old adage, "There is no 'I' in 'team.'" Since purchasing AGS Solutions five years ago, she has used this philosophy to create an environment that encourages working together to solve customers' problems efficiently and economically.

BIC Magazine recently visited with Whiteley to learn more about her plans for company growth and how she intends to expand AGS Solutions' global presence.

## Q: What led to your position at AGS Solutions?

**A:** Once I graduated with an engineering degree, I carefully laid out my career plan. I began my career as an engineer for an up and coming computer company and learned how to grow a company with innovative product development.

Next step, I worked for the U.S. Air Force in the development of its stealth aircraft and other products to gain government experience. After understanding how to work with various government agencies, I decided to work for a global company in various capacities in both opera-

tions and logistics to gain international experience. This experience was followed up by overseeing the restructure of a giant global pharmaceutical subsidiary.

Having enjoyed the international work experience, I was enticed to become the COO of a major food company with the challenge of restructuring its operations to place the company in a position to support rapid growth nationally and then internationally.

With the knowledge gained from overseeing several companies, I felt I was ready and had the experience and tools necessary to successfully run my own company. This led to the purchase of AGS Solutions. The acquisition was five years ago and we are celebrating our 20th year in business. I have enjoyed all of my work experiences and am ready to take AGS Solutions global.

## Q: What is your biggest lesson learned?

**A:** In business, listen to your customers, understand their needs and add value by helping your customers solve their problems efficiently and economically.

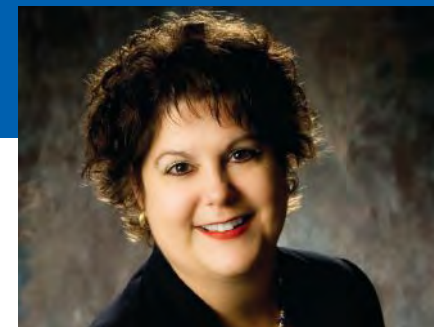
## Q: What are your goals for your position?

**A:** My goal is to understand and exceed the needs of customers, and continuously develop innovative solutions using a high-performing team of employees to exceed customer expectations.

## Q: What is your best management tactic?

**A:** Quick response to customer needs is important. Also, employees are one of your most valuable assets. Training costs money and retaining employees keeps you efficient. Set clear goals, give your employees the tools to be successful and take the time to celebrate success as a team. Give your employees credit for a job well done. "I" is not part of team; be a leader and be a part of the team. A business will deliver results if high-performing teams are created with each member accountable and contributing toward focused goals that everyone understands.

## Q: Are you looking to grow in new markets or expand in current ones?



**Linda Whiteley**  
President  
AGS Solutions Inc.

**A:** Both, absolutely. It is important to continue to support our existing customers and help with the ever-changing challenges they face by developing new products and services to better support them. In parallel, it is important to seek new markets. One example for us is the development of our dispersant and surface washing agents that are on the EPA National Oil and Hazardous Substances Pollution Contingency Plan Product Schedule for removing or controlling oil discharges in or near waterways. New product development, to meet increasingly stricter environmental regulations, is a must for us to reach customers nationally and globally. ●

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