






THE PACESETTER WAY HUDDLE NOTES

I love the strong word “relentless” in our Fundamental this week. It really speaks to me of determination and passion. This week I’ve also reflected on how improving Pacesetter can mean not only adding something to the organization, but also removing something that is an impediment to success. It’s almost like throwing a good block to spring a receiver for the deep catch!

Be Relentless in Improving Pacesetter: We own the process. Always seek new ways to identify, analyze, and improve existing processes within our organization. This increases profits, maximizes productivity, and accelerates our growth.

Some other highlights this week:

-  From Lauren: Melissa is RELENTLESS in improving Pacesetter. She owns her job scope and is always looking for and finding ways to be more efficient and go above-and-beyond for both internal and external customers - whether it’s sending me shortcuts to look up certs or going three steps ahead to make sure an order will ship out without the way it’s supposed to. Melissa’s drive to be better every day makes my customers come back and buy more steel.
-  From Vicki: Laura Prouhet was supposed to leave at noon today but decided to stay to work on the future buy needs for one of our customers. This is the first time she’s handling this complicated customer by herself and she’s relentlessly staying on top of all the details!
-  From Dan: We were given releases last week for some customer material. Tiffany noticed that one of the skids was heavier than their max skid requirement. She alerted me and Laura so we could check to see if our customer could accept as-is. It turns out they have strict adherence to their max weight and would not have been able to unload this skid as packaged. We are making arrangements to repackage and avoid a problem at the customer’s receiving dock.

Next week our focus is perfect for the last week of the year as we all get our New Year’s Resolutions ready:

Set and Ask for Expectations: Provide clarity and avoid misunderstandings by discussing expectations upfront. Establish mutually understood objectives for all projects, issues, and commitments. If a deadline is not given, ask for one.

Let’s take it to the end zone again!

Check in with us again next week to find out all the ways we represent this behavior during our next Monday huddle! And, be sure to comment on our [website](#) about all you are doing to live out these fundamentals!

