





## THE PACESETTER WAY HUDDLE NOTES

**Do the Right Thing and Do it Right the 1<sup>st</sup> Time: Make quality your personal statement. The goal is to get things done right, not simply get things done. Take the extra time and don't take short cuts. Always ask yourself, "Is this my best work?" Everything you touch has your signature. Sign it in bold ink.**

GOOOO Falcons!! Rise Up! Just like our reigning NFC Champions, the Pacesetter team dominated this week. First, it was our annual PACE award celebration. Congratulations to our winners and all who were nominated. It was neat to see how we integrated the Pacesetter Way into the selection criteria. As a member of the selection committee, it was also fantastic to see how many of you integrated these into your nominations.

Second, we had another successful scoring drive on our weekly fundamental: Do the Right Thing Right and Do It Right the First Time. It was an especially timely fundamental since both Jon and Bobbi spoke during the ceremony about it being their favorite fundamental.

Some highlights:

-  **From Ashley:** Laura P. exhibited this when putting in a Buy Request for the procurement area. By Laura asking the question the first time on the best way to put in the Buy Request, we are able to save time in regards to making changes in the future and ensure that the customer receives the right material when they need it.
-  **From Patty:** We faced a situation which could easily result in \$0 value material being applied to a Sales Order while it is being reworked. Pam came up with a solution which will help us keep this from happening and consequently allow us to Do It Right the First Time!

Next week we're tackling a two-fer: two fundamentals in one week!

**GET WHAT YOU TOLERATE:** Understand that the way you act, communicate, and treat others is generally how that same action will be returned to you. Make it a point to carry yourself with the professionalism that you would both want and expect from others. If you tolerate less than 100%, you can expect to always receive less than 100%.

**CONFRONT REALITY:** Aggressively address business problems. Be relentless, but also realistic, about the size and scope of a project and set reasonable timelines and expectations for finding an answer.

While at first glance these can both be a little daunting, upon reflection we believe these just require honesty and a commitment to be realistic, similar to the work our management team has done around Fierce Conversations. I'm looking forward to seeing what the team does with two in one week!

Let's take it to the end zone one more time!

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!

