





THE PACESETTER WAY HUDDLE NOTES

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.

As promised, in celebration of the Falcons going to the Super Bowl, we went for a two-fer with two different Fundamentals in focus last week: Confront Reality and Get What You Tolerate. As expected, having two fundamentals yielded some amazing yardage.

Highlights for “GET WHAT YOU TOLERATE”:

-  **Brian to Barb:** Barb’s attention to detail is just one of the many assets that makes her such a valuable associate to Pacesetter. She effectively manages our suppliers by holding them accountable for their actions and Barb tolerates nothing but the absolute best effort from each supplier.
-  **Jake to Vicki:** We can’t tolerate processes that have inefficiencies with our heavy workloads. Vicki did a great job to find one such weakness that could potentially have Pacesetter exposed to unnecessary risk. We worked together to find a solution and that possible threat was eliminated from happening in the future.

Highlights for “CONFRONT REALITY”:

-  **Thomas H. to Jeff F.:** Jeff and I had a healthy discussion regarding some of our processing costs. Due to his many years in the industry, he has seen many different costs being used for varying value add processes performed by steel service centers. I provided Jeff with data that supported costs used to quote potential business to which he applauded my efforts/thoroughness in taking the time to share the data and explain the logic behind the numbers.
-  **Procurement to Sales (via Darris):** Each Wednesday, Pricing, Procurement, and Sales managers meet to discuss awarded business, feedback on previous quotes, market conditions, and our approach/strategies to new opportunities. We do this to analyze each opportunity and offer real solutions for potential/existing customers via pricing, service and return on investment.

Great job team!

This week our focus is on Pacesetter Way Fundamental #12: Be Proactive.

BE PROACTIVE: Take preemptive action by identifying the challenge or opportunity, weighing the positives and negatives of each option, considering the alternatives, and taking the appropriate action to create a positive outcome.

I'm looking forward to hearing how we're embracing and implementing this one!

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!

