






THE PACESETTER WAY HUDDLE NOTES

Collaborate to Create Win/Win Solutions: Address each problem with the intent to uncover new opportunities that benefit all parties. Apply your creativity and enthusiasm toward the development of those solutions by learning to view situations from others' perspectives and apply them to your decision making.

Last week our focus was on my personal favorite of the Pacesetter Fundamentals.

I believe this is one that we do exceedingly well here at Pacesetter. To be successful in steel distribution, the best solutions fit in the overlap between things that are wins for Pacesetter, our customers, and our suppliers.

Other ideas from the team:

-  Lauren: A customer needed a spec that was not available in open inventory. By asking questions, we located some excess inventory that one of our other customers was happy to unload. Win for Customer – Spot buy need was filled. Win for Pacesetter – We turned excess inventory & made another sale.
-  Stephanie: Pat worked with a customer to look at aged inventory and see what different cuts they could take. As a result, the customer got the material that they needed and we got to move over a truckload of aged inventory off of our floor!
-  Barb: Brian Daly worked with both a mill and prepaint supplier to find a mutually beneficial solution for handling a collapsed coil.

This week we launch our final segment of our football-themed reinforcement of the Pacesetter Way. As luck would have it, we are finishing with #1:

Commit to the Ultimate Customer Experience: Customers are the center of our universe, the reason for our being. Make every customer interaction incredible, going above and beyond what the customer could have imagined possible. Create extraordinary experiences that they will tell others about.

This is another one that I believe we excel at here at Pacesetter, and I can't wait to report back on some of the great examples!

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!

