11/04/2004 - Day
VALUES, BELIEFS, PERSPECTIVES

ORG. GOAL AS FOCUS PERFORMANCE

EMPLOYEE FOCUS COOPERATION

PEOPLE (EMPOWERED) TEAM FOCUS

CUSTOMER FOCUS TRUST

PERSONAL RESPONSIBILITY INTEGRITY

HUMILITY STRONG WORK ETHIC

CULTURE

FEEDBACK

STRATEGY IMPLEMENTATION
TM BELIEFS, PHILOSOPHIES, PERSPECTIVES

CUSTOMER FOCUS
VALUES PEOPLE
EMPOWERMENT
TRUST
RESPECT
PERFORMANCE
FEEDBACK/COMMUNICATION
HARD WORK (CONSISTENT)

CULTURE

(MBS, HOTLINE, PARTIES)
OPEN DOOR,
INCENTIVE, COMPENSATION

MODELS EXPECTED BEHAVIOR
POSITIVE "SAID DO" ATTITUDE
TEAM, COOPERATION

STRATEGY, IMPLEMENTATION