



Most Common Fundamentals

These Fundamentals are/should be in virtually every client:

1. Do the right thing, always.
2. Practice blameless problem-solving.
3. Honor commitments.
4. Make quality personal (A+ness).
5. Take ownership (Find a way).
6. Think team first.
7. Get clear on expectations.
8. Listen generously.
9. Speak straight.
10. Celebrate success (acknowledgement and appreciation).
11. Keep things fun.

These ones are probably in 75% of clients:

1. Deliver legendary service.
2. Be a fanatic about response time.
3. "Bring it" every day.
4. Assume positive intent.
5. Embrace change.
6. Be relentless about improvement.
7. Deliver results.
8. Think and act like an owner.

These ones are probably in about 50% of clients:

1. Be vigilant about safety (all manufacturing and construction businesses).
2. Be a mentor/Lead by example.
3. Be positive.
4. Walk in the customers' shoes.
5. Treasure, protect, and promote our reputation.
6. Go the extra mile.
7. Invest in relationships.
8. Share information.