100 Day Guide: People, Strategy & Values

1. Communicate Vision early
	* Customer Centered Culture & Focus
	* Service Orientation
	* Innovation in product, service, and attitude
	* Quality, Dependability & Reliability
		+ An Organization that does what it says it will do
	* Fair, Respectful & Rewarding Place to work
	* Everyone is watching – actions vs. words - never forget this!
2. Meet the Sales Team
	* What’s working – what’s not?
3. Meet Our Customers
	* What do we do well?
	* Where can we improve?
4. Be aware of my habits and how people see me
	* Door open, approachable, listen, interested, prepared, on time, stay late, etc.
	* I want your ideas and suggestions
5. Learn key Metric’s
	* COT, Margin, Working Capital, Cash, Etc.
6. Find Legacy Issues and report to Board immediately
7. Find Hidden Threats & Opportunities
	* Act quickly
8. Communicate & Manage Board Expectations
	* Under promise & over deliver
9. Assess Team – make any changes quickly
10. Build “MY” Team for the long haul
	* Build alliances and create loyalty
	* Balance change vs. success for folks that want to help