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