Cultivating Mindsets: Our beliefs in action create our culture.

• Our customers define value.
• We are never done improving.
• It is everyone’s work to improve the work.
• Leaders set direction.
• A leader’s first job is to eliminate fear and build trust.
• A leader’s next job is to develop employees.
• Employees can be trusted to solve problems.
• When solving problems, we learn.
• When solving problems, we go see what’s actually happening.
• We solve the root causes of problems.
• We use data to make really good business decisions.
• We celebrate learning as well as results.