

# Cultivating Mindsets: Our beliefs in action create our culture.

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- 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.