

18. **COLLABORATE.** Collaboration generates better ideas than working alone. Be inclusive of your teammates and open to different perspectives that may challenge your way of thinking. Be willing to ask for help, rather than finding yourself alone on an island.
19. **BE CARING.** Whether it's a kind word during a tough stretch, a friendly smile each morning, or making a new employee feel welcome, it makes a difference. Project warmth and compassion – with customers, with vendors, and with each other.
20. **BE PROCESS-ORIENTED.** World-class organizations are built on a foundation of highly effective, repeatable processes. Look to create processes for every aspect of your work, and then turn those processes into habits to achieve consistent results.
21. **PRACTICE BLAMELESS PROBLEM-SOLVING.** Just fix it. Focus your attention on developing solutions, rather than pointing fingers or dwelling on problems. Identify lessons learned and use those lessons to improve yourself and our processes so we don't make the same mistake twice. Get smarter with every mistake. Learn from every experience.
22. **BE POSITIVE.** You have the power to choose your attitude. Choose to be joyful, optimistic, and enthusiastic. Give people the benefit of the doubt. Work from the assumption that people are good, fair, and honest, and that the intent behind their actions is positive. Your attitude is contagious. Spread optimism and positive energy.
23. **"BRING IT" EVERY DAY.** Everyone is needed and everyone's important. Be present, passionate, and fully engaged. Make the most of each day by approaching every task with energy, focus, purpose, and enthusiasm. Work with a sense of urgency to get things done.
24. **EMBRACE CHANGE.** What got us here is not the same as what will get us to the next level. Be inspired by the opportunities that change brings, and realize that we all must adapt to change for the future of the company. Get outside your comfort zone and challenge yourself. That's where growth happens.
25. **TREASURE, PROTECT, AND PROMOTE OUR REPUTATION.** We're all responsible for, and benefit from, the LTI image and reputation. Consider how your actions affect our collective reputation, and act in a way that brings honor to us all.
26. **BE A MENTOR.** Take responsibility, both formally and informally, to coach, guide, teach, and mentor others. Contributing to the success of others enhances your own success and well-being, as well as the company's.
27. **GET CLEAR ON EXPECTATIONS.** Create clarity and avoid misunderstandings by discussing expectations upfront. Establish mutually understood objectives and deadlines for all projects, issues, and commitments with both internal and external customers. Where appropriate, get feedback to ensure total clarity and agreement.
28. **BE OBSESSIVE ABOUT ORGANIZATION.** Quality work flows from a clean and organized work place. Make sure your work area, and our facility are safe, clean, and orderly. For every minute you spend organizing and planning, an hour is earned.
29. **LIVE A HEALTHY LIFESTYLE.** Take care of yourself at home and at the office. Eat well, exercise, and get adequate sleep. Support each other in making healthy choices. The healthier you are, the more you'll thrive personally and professionally.
30. **ALWAYS ASK WHY.** Don't accept anything at "face value" if it doesn't make sense to you. Be curious and question what you don't understand. Healthy, vigorous debate creates better solutions. There's no better question than "Why?" Never stop asking it.
31. **KEEP THINGS FUN.** Remember that the world has bigger problems than the daily challenges that make up our work. Don't take yourself too seriously. Joy and laughter bring us closer together and make us look forward to coming to work each day. Laugh every day.



As a family-owned company, we approach everything from a different perspective. We think differently. We act differently. We make decisions differently. *The LTI Way* explains that difference by defining the practices that guide our decisions and actions. These 31 "Fundamentals", in fact, are what makes us unique and what drives our success.

*The LTI Way*

- 1. BE VIGILANT ABOUT SAFETY.** Know and practice the safety procedures for your job. Watch out for the safety of your teammates as well, for you are your brother's keeper. Never take short cuts that compromise your safety or that of your teammates.
- 2. DO THE RIGHT THING ALWAYS.** Demonstrate an unwavering commitment to doing the right thing in every action you take and in every decision you make, even when no one's looking. Make sure every action is consistent with our values. Integrity is non-negotiable.
- 3. GET THE FACTS.** Don't make assumptions. There's always more to the story than it first appears. Learn to gather the facts before jumping to conclusions or making judgments. Be curious about what other information might give you a more complete picture.
- 4. DELIVER RESULTS.** While we appreciate effort, we reward and celebrate *results*. Set high goals, use measurements to track your progress, and hold yourself accountable for achieving those results. Be persistent, finish the work completely and always follow up to be sure everything is correct.
- 5. HONOR COMMITMENTS.** Our customers are counting on us, and we're counting on each other. Do what you say you're going to do, when you say you're going to do it. Consistently follow up to ensure that everything is completed in accordance with the commitment you made. If a commitment can't be fulfilled, notify others the minute you know, and agree upon a new commitment to be honored.
- 6. WALK IN YOUR CUSTOMERS' SHOES.** Think from their perspective. Understand their world as they see it. Ask yourself, "If I were the customer, what would I want to know? How would I want to be treated?"
- 7. LET YOURSELF GROW.** Be willing to learn and grow with your position. Seek out and take advantage of every opportunity to gain more knowledge, to increase your skills, and to become a greater expert. Be resourceful about learning and sharing best practices. Become more valuable.
- 8. DELIVER LEGENDARY CUSTOMER SERVICE.** Do the little things, as well as the big things, that blow people away. Create extraordinary experiences they'll tell others about. You'll help create customer loyalty by doing the unexpected.
- 9. PRACTICE TRANSPARENCY.** With appropriate respect for confidentiality, share information freely. The more people know, the better we can collaborate, and the faster and more nimbly we can respond to both challenges and opportunities. Information is one of our greatest assets. Find it, share it, and use it.
- 10. THINK AND ACT LIKE AN OWNER.** Make decisions by asking yourself, "What would I do if this were *my* company? What would I do if this were *my own* money? Could I be making or saving the company more by doing it differently? Will this help the company to succeed?" Our job is to take care of the customer and to make money doing it.
- 11. TAKE OWNERSHIP.** Take personal responsibility for making things happen — somehow, someday. Respond to every situation by looking for how we *can* do it, rather than explaining why it can't be done. Be resourceful and show initiative. Don't make excuses. Take the extra step to solve the problem. See issues through to their completion.
- 12. MAKE QUALITY PERSONAL.** Take pride in the quality of everything you touch and everything you do. Always ask yourself, "Is this my best work?" Every aspect of your work, and the way you present yourself, has your signature and makes a statement about you. Make sure it's a statement of excellence.
- 13. SPEAK STRAIGHT.** Speak honestly in a way that helps to solve a problem, rather than simply making a point. Make clear and direct requests. Be willing to ask questions, share ideas, or raise issues that may cause conflict when it's necessary for team success. Address issues directly with those who are involved or affected.
- 14. LISTEN GENEROUSLY.** Listening is more than simply "not speaking." Be present and engaged. Give people your undivided attention by quieting the noise in your head, limiting distractions, and stopping the desire to multi-task. Above all, listen to understand.
- 15. CELEBRATE SUCCESS.** Recognizing people doing things right is more effective than pointing out when they do things wrong. Regularly extend *meaningful* acknowledgment and appreciation — in all directions throughout our organization.
- 16. WORK WITH A SENSE OF URGENCY.** Work as quickly and productively as possible, but never sacrifice quality or safety. Don't put off till tomorrow what can be completed today. Act decisively.
- 17. BE A FANATIC ABOUT RESPONSE TIME.** We are expected to respond to questions and concerns quickly, whether it's in person, on the phone, or by e-mail. Acknowledge receipt of the question and keep all those involved continuously updated on the status of outstanding issues. Getting back to people promptly is one way to demonstrate your passion for excellence.