

WORLD-CLASS INSIDER NEWSLETTER

WORLD-CLASS BUSINESS BUILDERS INTERNATIONAL, LLC

WCBBI Services

Our Comprehensive Department Analysis includes typical areas of concern such as:

- **Customer Service Practices**—We examine your customer service practices. In a World-Class environment, a quality customer service program is essential.
- **Basic Time Studies**—We perform basic time studies of your operation. We review potential bottlenecks and constraints. The elimination of extensive overtime hours can provide numerous benefits and the excessive drain on dollars.
- **Safety Policies and Procedures**—We provide a detailed analysis of your safety policies and procedures. If you are struggling with excessive equipment and asset damage, this is a priority during our visit.
- **Communication Channels Effectiveness**—We analyze the operational effectiveness of your communication channels. Effective and powerful communications and how information is accumulated and distributed is key to getting projects completed on time.
- **Alterations and adjustments**—Adjustments can then be made to maximize individual and team performance. The goal is to maximize efficiencies, remove bottlenecks and constraints, improve current safety standards, address outstanding housekeeping issues and realign employee manpower if necessary.

Upon completion of this analysis, you will receive an updated **Business Operations Health Report**. You then have the opportunity to proceed with the Top 5 Performance Enhancing Training Modules, or to choose a combination of 5 selections from the Quality Improvement Programs and/or the Performance Enhancement Training modules.

**People are the Bread and Butter of a
World-Class Facility**

DOLLAR SENSE

Accountability In Our Work Centers Part 1

(From the Perspective of the Front Line Manager
Acting In a Leadership Role)

- First, identify what success looks like.
- Prioritize and publicize daily work assignments in every department.
- Ensure revised copies of employee/manager expectations are expertly defined and highly customizable and include pertinent employee productivity measurements.
- Ensure that expectations are evenly distributed; they are fair, honest, thorough, and easy to understand.
- Develop a process that consistently facilitates the need for excellence in all aspects of the operation.
- High ethical standards must not be compromised.
- Recite a motto similar to this every day –
**“Remember, employees always come 1st.” Or:
“What is our #1 Asset? – People! People are our
#1 Asset.”**

This is a great “win-win” blueprint for all who are actively involved with working to achieve world-class business operations status!

*A man must be big enough to admit his mistakes,
smart enough to profit from them, and strong
enough to correct them.*

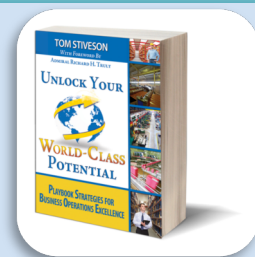
--John C. Maxwell

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SAFETY MOMENT

Tips to Achieving an Accident-Free Distribution Center

A safe work environment equates with a productive and efficient work environment. It takes commitment by management and staff, and it takes time. A safety culture is built with intentional planning and action. Every employee must understand his or her responsibility to safety in the workplace. Here are some specific tips to assist with building your world-class safety environment:

- Create a facility safety program, and actively maintain its administration
 - ✓ Prioritize safety policy review meetings to make sure all employees are well educated
 - ✓ Discuss proper procedures with your staff members regularly
 - ✓ Display safety policies, procedures and reminders so that they are in prominent view
 - ✓ Conduct and assess periodic emergency evacuation drills
- Conduct equipment training on a regular basis
 - ✓ Make safety training mandatory for all workers who will be operating equipment such as forklifts, electric stackers, mechanical loaders, shrink wrap machines, etc.
 - ✓ Maintain employee safety training records, check them regularly and review them with your employees during annual performance reviews
 - ✓ Enforce all safety regulation requirements, be sure all managers and other employees use appropriate personal protective equipment without fail
- Mitigate accidents by holding each employee accountable
 - ✓ Inspect equipment regularly
 - ✓ Report and correct equipment deficiencies
 - ✓ Ensure the physical layout of the facility is appropriate for the work being done
- Pay attention to cleanliness and orderliness
 - ✓ Many slips, trips and falls can be avoided; make sure floors are clear of obstructions and that spills are promptly cleaned up
 - ✓ Clear all paths of pallets, plastic wrap, and other debris that can cause accidents

FROM TOM'S DESK

One of my favorite business development topics falls into the category of designing powerful teamwork programs that work. Our team has been working studiously to perfect our very first workshop, soon to be available in the Broomfield area. The title of this powerful and practical workshop is *Powerful Teamwork and Leadership Concepts Designed to Transform and Illuminate Your Business Operation*.

This one-hour presentation will serve as a valuable resource for developing teams that are efficient, well trained, and focused. Watch for time and location details as they become available. I am eager to share this value-added concept with you and your team!

"Teamwork is the secret that makes common people achieve uncommon results."

—Ifeyani Onuoha

Teamwork and What Does it Mean to YOU?
The Team Concept
Leading and Motivating Your Team
The Power of 2

Five Powerful Training Tips
Accountability and Control
Leading the Way to Success and Financial Gain
The Five Benefits of a Powerful Team

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