

## FLEET AND FAMILY SUPPORT PROGRAM GUIDING PRINCIPLES

The headquarters, region leaders and individual centers of the future are aligned to:

- ◆ An understanding of the organization, its goals and purpose.
- ◆ Employees share values such as trust, innovation, flexibility, and open communication.
- ◆ Value human capital, investing in professional development and recognition.
- ◆ Commitment through employee contribution, community partnerships, quality, cost effective programming.
- ◆ Leading change through motivation and innovation.
- ◆ Integration between customer requirements/satisfaction and mission.

The headquarters, region leaders, and individual centers of the future will share these characteristics:

- ◆ Everyone will have an understanding of the organization, it's goals, and purpose;
- ◆ Commitment is developed through partnerships with staff and customers;
- ◆ Managers are leaders:
  - ◆ Leading the organization through the changing environment;
  - ◆ Executing the best business practices;
  - ◆ Inspiring through motivation.