



## Company:

- Over 2,200 Employees
- Operations in 125 Locations
- Regional Management Structure

## Implementation/Results:



- 2014 Implementation of ETW Management Process and Intentional Culture
- Exceeded key target metrics within 5 months of implementation
- Continue to sustain results through 2016

## Quote from Senior Director of Operations:

“ETW has made us more productive because we focus on the key things that drive results for our company.

In the past we had no formal system, I thought I was clear with my employees but after talking to them realized we were all doing different things and no one knew what the other was doing.

I now have monthly meetings with my five direct reports. I can look at a region and see what bases are performing well and which bases need attention. For bases that are performing well I can dig in and see exactly what the manager is doing to achieve the results. This information can be shared across the company.

In the past we were good at sharing data in each region but did nothing across regions. I can now talk to all of the regions about what is working well in other areas and help them achieve better results. I can also look at poor performing bases and see they are doing the same thing month after month. I now have the ability to make changes because of the transparency ETW brings to our organization.

ETW also does a good job of holding all employees, including myself, accountable. At the monthly meeting I document the results for each region. During the meeting notes are kept of the conversation in ETW. At the start of each meeting we look at what we said we were going to do the previous month and then ask the question did we do it.”



**- Joe Grygiel**

**Senior Director of Operations, Air Evac Lifeteam**