



Client Success Story:

**Cross-region transparency
and accountability pays**

Air Evac Lifeteam

2,200+ Employees

130+ Locations

Regional Management
Structure



The expectation was that employee and company direction were clear. However with no formal operations system, the reality was that everyone had different processes and goals without being held, or having the ability to hold others accountable.

Although data sharing was good within each region, there was no cross-region sharing. Without this transparency, it was difficult to assess why a base was performing either well or poorly, and there was no way to replicate or adjust the specific behaviors that directly impact performance.

2014 Implementation of ETW Management Process and Intentional Culture resulted in:

- Exceeded key target metrics within 5 months of implementation
- Continue to sustain results through 2016

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

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.

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

Align • Engage • Perform

About ETW

ETW provides a platform to track, evaluate and measure employee performance against the major objectives of the organization. Easily execute and translate long-term strategy into clear, actionable goals. With ETW you can effectively communicate the company's roadmap to success and engage everyone throughout the organization with that roadmap. Using ETW your organization can connect employees to strategy and culture to drive sustainable winning results.

For more information or to achieve similar results in your organization please visit www.etw.com