





Outstanding Rethink





All these words can be replaced with your selections.

Shape zoom out of grey center to reveal photo

istockphoto_16160400.jpg







 $\ensuremath{\mathtt{1}}$ core shape morphing into another shape

Shutterstock 76818013

Shutterstock 41425303







Shutterstock 66021634

Amazing

10

Service Excellence **Award Winners**

It's wonderful how we delight customers when we focus on providing an AMAZING customer experience!



13

14 15







18

16

19

Amazing Service Excellence Award Winners **3Q2011** Global Strategy & Congratulations!

17

20



Saetosus Apparatus
Bellis Fortiter
Amputateda Concubine
Fragilis Quadrupei
Senesceret Ossifragi
Chirographi Libere
Praemuniet Tremulus
Apparatus Bellis
Quamquam Lascivius
Ossifragi Amputat
Plane Adlaudabilis Oratori Praemuniet Tremulus Apparatus Bellis Quamquam Lascivius Ossifragi Amputat Plane Adlaudabilis Oratori Suadeciperet agricolae Saetosus Apparatus Bellis Fortiter Amputateda Concubine Fragilis Quadrupei Senesceret Ossifragi