

The Way of The Arc Fundamentals

*Quality is not a department.
It is everyone's job*

- Make Quality personal
- Take ownership
- Practice the Human Touch
- Be relentless about improvement
- Be obsessive about organization

*Take every opportunity to create
a great client/family experience*

- Do what's right by the client
- Deliver legendary service
- Treat People with Dignity
- Do it right the first time
- Go the extra mile

*Communication is the foundation
of a great relationship*

- Listen Generously
- Speak straight
- Get clear on expectations
- Communicate, communicate, communicate
- Respect confidentiality
- Share information
- Collaborate with our partners

*Working together builds
strong teams*

- Practice blameless problem solving
- Think Team First
- Follow operating procedures
- Follow up on everything

*We are all leaders. Leadership is
an action not a position*

- Lead by example
- Honor Commitments
- Embrace Change
- Take intelligent risks