## 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