

1	DO THE RIGHT THING, ALWAYS.	9	COLLABORATE.	17	BE A FANATIC ABOUT RESPONSE TIME.	25	GO THE EXTRA MILE.
2	MAKE QUALITY PERSONAL.	10	PRACTICE TRANSPARENCY.	18	DELIVER LEGENDARY SERVICE.	26	FIX PROBLEMS AT THE SOURCE.
3	WALK IN YOUR CUSTOMERS' SHOES.	11	LISTEN GENEROUSLY.	19	THINK TEAM FIRST.	27	TAKE PRIDE IN APPEARANCE.
4	WORK WITH A SENSE OF URGENCY.	12	TREASURE, PROMOTE AND PROTECT OUR REPUTATION.	20	HONOR COMMITMENTS.	28	PRACTICE BLAMELESS PROBLEM SOLVING.
5	GET CLEAR ON EXPECTATIONS.	13	FOLLOW-UP EVERYTHING.	21	EMBRACE CHANGE.	29	ALWAYS REMEMBER THAT WE'RE A FAMILY.
6	SPEAK STRAIGHT.	14	DRIVE FOR INNOVATION.	22	BE RELENTLESS ABOUT IMPROVEMENT.	30	DELIVER RESULTS.
7	MAKE THE PATIENT PRIMARY.	15	CELEBRATE SUCCESS.	23	TAKE OWNERSHIP.	31	"BRING IT" EVERY DAY.
8	FOCUS ON OTHERS.	16	THINK AND ACT LIKE AN OWNER.	24	ASSUME POSITIVE INTENT.	32	KEEP THINGS FUN.



# THE TRHC WAY