

	Never		Sometimes		Always
1. In decision making, we yield to employees' natural instincts to do the right thing. <i>We believe employees will live by the values, spirit, and passion for which they were chosen.</i>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
	Never		Sometimes		Always
2. We invest heavily in training and development to prepare and enable peak performance. <i>We trust prepared employees.</i>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
	Never		Sometimes		Always
3. We elevate the dignity of employees by removing unnecessary rules and policies. <i>We release control so employees can innovate and solve problems.</i>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
	Never		Sometimes		Always
4. In customer relationships we honor the dignity of customers. <i>We strive to remove policies and procedures that protect "us" from "them."</i>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
	Never		Sometimes		Always
5. We actively decide to be transparent with customers. <i>We believe that trust is reciprocated. We suspend the fear of sharing information.</i>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
	Never		Sometimes		Always
6. We believe customers are an asset, not a cost center. <i>Our decisions and choices are guided by investing in these relationships.</i>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
	Never		Sometimes		Always
7. We regularly use our products and services and interact with customers. <i>We eliminate detachment and cynicism by personally connecting to their experience.</i>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>