

Vision Lite

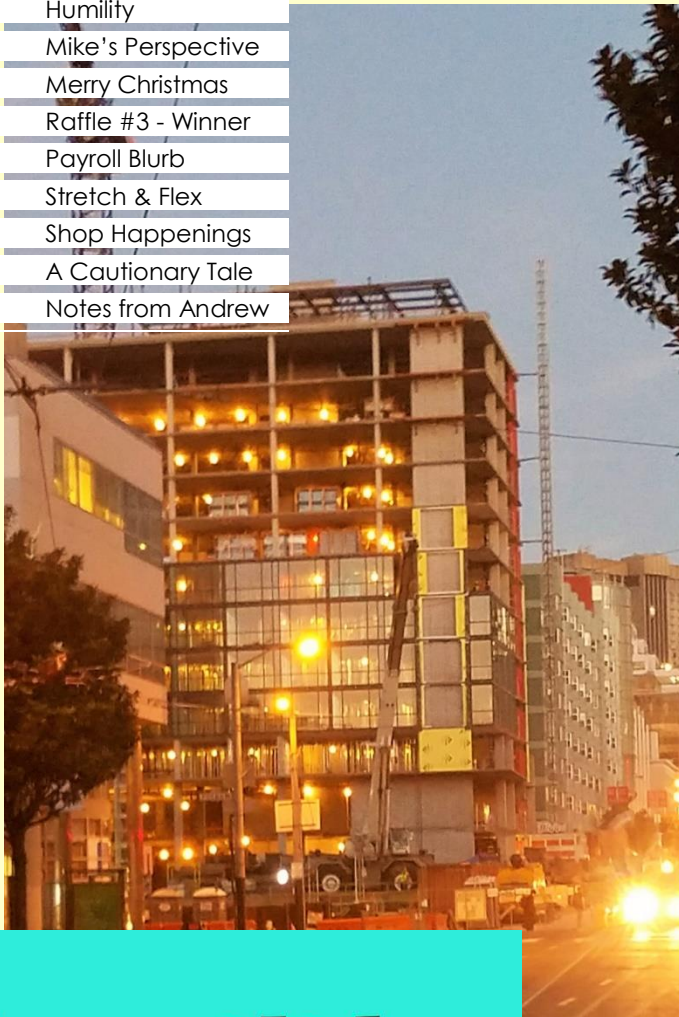
A Clear View of Excellence at Pacific Glazing Contractors

Volume 14: October 2016

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Humility: Our Secret Weapon



We're not talking about timidity. We're not talking about lack of confidence. We're not talking about false modesty or resignation. What do we mean by humility? Humility is the opposite of arrogance. At the same time, it can be full of conviction and bold confidence. The Urban Dictionary defines humility as "Remaining teachable, knowing that you do not have all the answers." Dictionary.com cites that "humility is the quality or condition of being humble; modest opinion or estimate of one's own importance, rank, etc."

So why is this important at Pacific Glazing Contractors? Because the only way to work together is as a team committed to bold customer service and excellence. And the secret ingredient is humility. Everyone makes mistakes. Everyone must take calculated risks. Humility admits mistakes. Humility takes responsibility for errors. Humility refuses to blame. Humility listens to instruction and direction even when you think there's a better way. And sometimes humility pushes back with respect when you have experience that might be helpful to your direct report. Humility uses your best talent and expertise even under great pressure.

Let's work together to make this company shine.

Humility

is not thinking less of yourself
but thinking of yourself less
- CS Lewis

This Month's Focus:

Core Value: Humility



Mike's Low Iron View

Have you ever noticed what it's like being around somebody who seems to know it all, never makes mistakes, or at least admits to making a mistake; someone you spend more time listening to because they don't seem to want to hear what you may think?

Now, compare that with someone who looks you in the eye when you're talking, is genuinely interested in what you think, and is the first to admit when they make a mistake?

Which of the two would you rather be around?

Hands down, I prefer to hang out with people who are genuine and have no issues at all admitting their mistakes. These are people who have humility. It's amazing how much easier life is when you have humility, and how hard it is when you don't; it's like you have to be on guard at all times. I'm thankful to be surrounded by people who have humility; it makes it fun to come to work!!

**Save the Date
for the PGC
Christmas party**

Let's celebrate Christmas with amazing team members, great food, music, dancing, and holiday cheer!

Saturday, December 10th in the evening at Kirigin Cellars Gilroy, California



Palo Alto High School:
Sal Perez, Chris Bruzzone & Nick Turner





Raffle!

And the winner of the 49er tickets is:

Matt Danze!

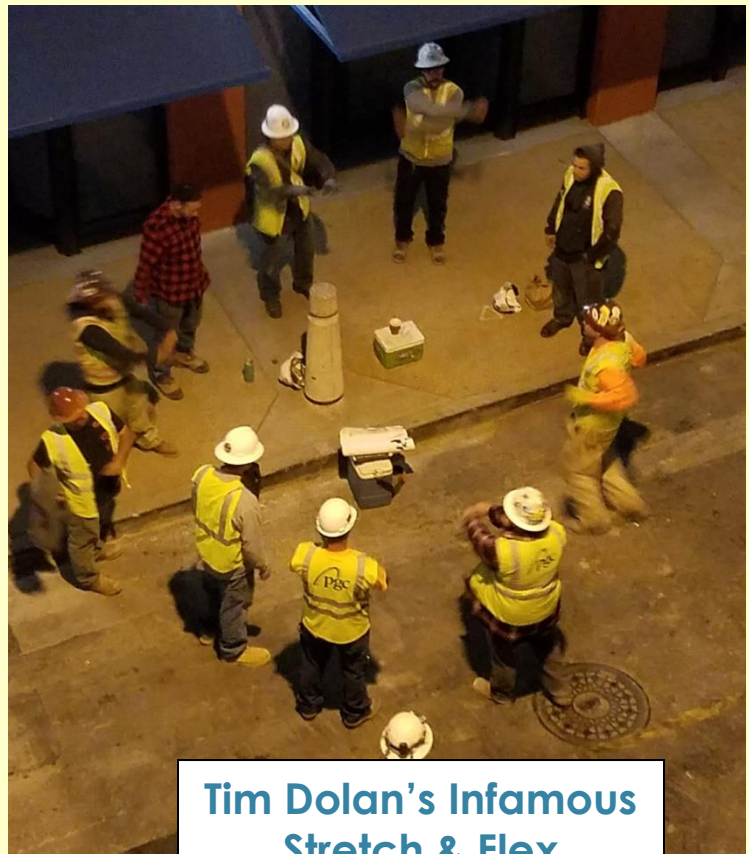
Congratulations!

- Daniel!!! He has shown exemplary drive, willingness to learn, and stellar devotion to his duties and responsibilities!
- Jimmy Perry. He is an awesome glazier.
- Matt Danze has an admirable work ethic. I appreciate him keeping up with all the projects he has been running at one time.
- Jenna for continuing to be a rock star.
- Carrie for stepping up on her projects with the loss of a team member.
- Ken Yu is a model for PGC: no drama, an amazing work ethic, and a true team player.
- Matt Danze is always juggling more than 2 jobs at any given time and always finds a way to keep the flow going and getting them done. Great multi-tasking!!!
- Martin Garcia always has a smile on his face while he is working, is always polite, never complains, works hard, and makes sure the job is done.
- Andrew Herrera. Andrew exhibits a positive get it done attitude and he is always courteous and helpful. He's an asset to our shop. His only downfall is his selection in basketball teams! LeBron James; yuck! Haha

A message from your friendly, neighborhood payroll girl: LINDA!

Foundation Payroll is up and running! Most of you are submitting and/or approving your time electronically, with the shop to follow in the next few weeks. That means no more paper timecards or paystubs, and no extra trips to the jobsite to drop off payroll. Woot, woot!!

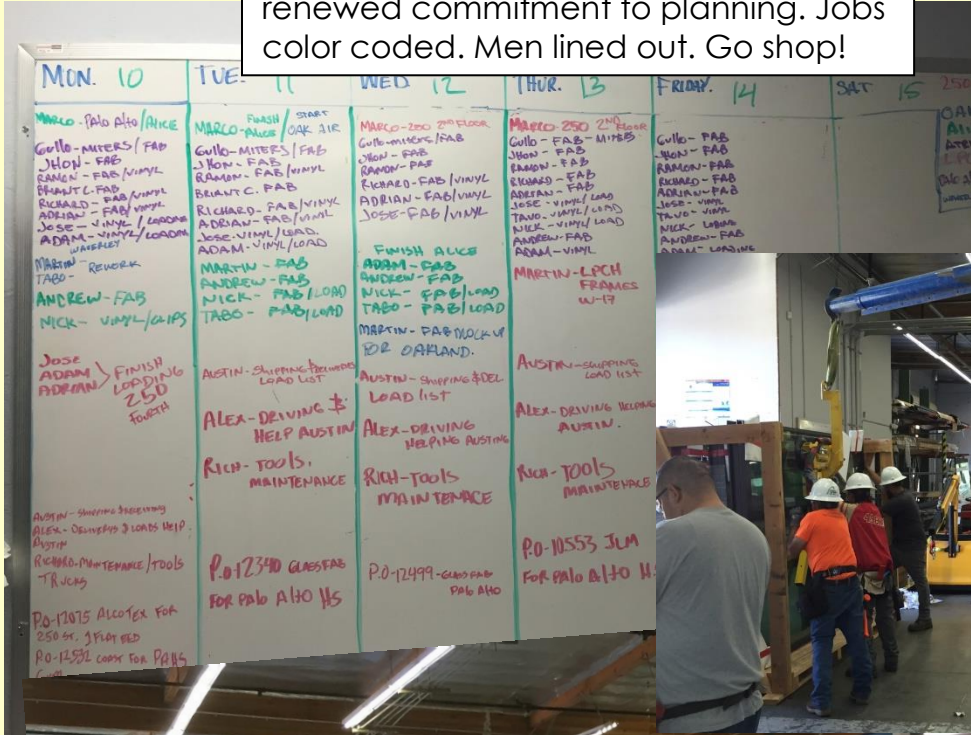
In the next few weeks, we will be starting a pilot program to send paper paychecks via UPS to your home address. There's no time like the present to get yourself on direct deposit! Contact Linda with your account info to set it up.



Tim Dolan's Infamous Stretch & Flex

Look Who's Planning Ahead!

Luis returned from vacation with renewed commitment to planning. Jobs color coded. Men lined out. Go shop!



In the News: Truck driver crushed by glass at Viracon plant

St. George Fire Department firefighters were dispatched to Viracon at about 8:45 a.m. Wednesday after a load of glass shifted and fell on a truck driver at the St. George glass manufacturing plant in the Fort Pierce Industrial Park. The driver later died from his injuries.

"St. George Fire Department Captain said the load of glass, estimated at 9,000 pounds, shifted and fell, shattering and trapping the driver. Viracon employees worked to remove the man from under the glass in concert with firefighters. Viracon did a very good job with their people making sure that all of their rescuers that were in there... all had safety equipment. Just remembering safety in those kinds of incidents is a real important thing."

This is a sobering reminder that what we do is very dangerous. ALWAYS be mindful; In any/every situation, ALWAYS have an escape route.

Training & Accountability

BE CAREFUL

WORK SAFELY

From our fearless leader **Andrew Finch**:

When I asked Andrew what his current spiel is, he didn't hesitate: training and accountability. The basics? We need to train people to be accountable. Tasks need to be completed on time. People need to be accountable for getting the job done. He's talking about all of us: field, shop, office. We need to serve each other so other team members can be successful. (Yep, this takes humility.)

One of the things Andrew cheerleads about here at Pacific Glazing is that there's opportunity. "Here, people trust you. They don't micromanage you." Are you feeling micromanaged? Then your supervisor is not confident that you are doing everything in your power to carry out the vision. Maybe you're not on the right seat on the PGC bus? Would you like opportunity? Show your supervisor that you're ready and capable. Commit to his or her vision then get it done with excellence—on time. Do you need more training? Ask, and have a pen and paper ready to take notes. Do some research. Watch others who know how to do what you want to learn to do.

When I asked who is a good example of accountability (and incidentally humility), he said Chuck Gnagy out at Google. Chuck and his men got it done, even when we were already looking bad. When I asked Chuck who helped him be successful, he said Tony Lobato and Matt Danze. He also identified that Carrie Martinez, who was working as a project engineer and had to unexpectedly take over the project, came through.

So what do we need here at Pacific Glazing? We need everyone to be on the same team. We need to hover over our responsibilities and get stuff done excellently, on time and in budget. We need to be a place where we make commitments and keep them. We need accountability.