

Connecting

JUNE 2020

THE QUARTERLY NEWS FOR MANAGERS & MECHANICS

Put The “Disney” Principles Into Your Company

An excerpt from: *The Experience: The 5 Principles of Disney Service and Relationship Excellence* By Bruce Loeffler & Brian Church

Walt Disney vowed that Disneyland would be spotlessly clean from the beginning. And cleanliness became one of the pillars of Disney. Walt was a big believer in the fact that customers react accordingly to their surroundings.

What is Pristine?

Cleanliness is often taken for granted in many businesses. Image and Impression need to be deliberate, planned actions, not an afterthought. Pristine takes cleanliness to the next level.

Very few people actually enjoy cleaning, which isn't really a surprise. After all, who honestly likes to drain sinks, mop the floor, take out the trash, dust, and clean bathrooms? But these things are everyone's job. Regardless of who you are, no matter what your title is, maintaining cleanliness and looking pristine is the job of every person who works in your company. As we've learned from Disney, if you don't do it, who will? And when we fail to do it, we all suffer as a result.

When Michael Eisner was still CEO, someone asked him what his number one job was and he said, "To pick up trash." That's quite a statement from a guy making

50 million per year! A clean, spotless, visually pleasing environment is everyone's responsibility, no matter what your title is.

The Difference

I recently toured a Tractor Supply store in Tennessee, and former CEO Joe Scarlett pointed out how clean the parking lot behind the store was. That's right, behind the store. Joe remarked, "If you want to see how committed the employees are to maintaining a clean environment, check around back." You see, the commitment to the pristine standard is above and beyond clean. Pristine is not merely making sure the areas the consumer sees are tidy.

There are so many things involved in daily business that we cannot control. We simply must master the ones we can. Pristine is not just cleaning; it's above that. It's an attempt at perfection. Whether you are running a taco stand or a chain of 50 five-star hotels, pristine is one of the Disney inspired Non-Negotiables and differentiators of the Exceptional Experience.

How Does This Principle Work In Your Company?

First Impression Count—A clean and tidy work environment looks appealing and welcoming to any school official or potential employee. It instills confidence and creates trust from the very beginning and leaves the impression of

Howard Lake



May's Clean Shop Winner

efficiency and strong attention to detail.

Elevate Your Company—When it comes to the mind of a Superintendent, a tidy work environment implies superior, quality service. A school official will most certainly be judging your entire company on how your space looks and feels.

Happier Employees—Most employees consider their workplace a second home. By keeping the work environment well-maintained, you're allowing your employees to be productive, efficient, and more importantly, happy.

Health and Safety for All—Experts recommend that you work on educating your workers on the importance of maintaining a clean and hygienic work space.



There are no strangers here, just friends you haven't met – Roald Dahl

Connecting

Ergonomics—Are you keeping yourself injury free?

Whether sitting or standing, working in one position for prolonged periods can cause fatigue and sore muscles. Some tasks require these positions, but there are still some things you can do to minimize problems.



Hazards to watch for:

- ◆ Sitting in a chair that is the wrong size for you
- ◆ Working in an awkward position, like being bent forward for long periods of time.
- ◆ Leaning on sharp edges of chairs and desks
- ◆ Standing on uneven
- ◆ Inappropriate or deficient lighting sources

When working at a seated station:

- ◆ Make sure the chair and workstation are the right size for you. Look for 90 degree angles at the knees, hips, and elbows when seated and that your feet are flat on the floor.
- ◆ Change your position in the chair from time to time.
- ◆ Do not lean forward in your chair, even if it feels comfortable. This makes your back and neck muscles work harder and can lead to fatigue and strains.
- ◆ Take short rest breaks, such as walking around for a few minutes every 40-50 minutes.

When working at a standing station:

- ◆ Avoid extreme bending and twisting
- ◆ Change your position frequently. Shift weight from one leg to the other every several minutes
- ◆ Keep arms close to your body as possible.
- ◆ Place one foot a little higher—on a bar, box, or shelf. This can relieve stress on your back.
- ◆ Use insoles in your shoes to add cushion. These are available at most pharmacies for under \$15. Replace insoles every 6 months to a year.
- ◆ Take a few minutes to walk around every hour.

- ◆ Use an anti-fatigue mat to stand on. Mats should have beveled edges and sit flat on the floor.

Lester Prairie



April's
Clean Shop Winner

HEY MANAGERS!

Safety Committee
Nominees
are due to Barb or Liz
by May 29th

BIRTHDAYS

JUNE
1st—Dan Hilligoss
7th—Jessica Larson
26th—Elgin Yates

PBS Documentary Asks Questions About School Bus Safety

When it comes to school bus safety, there is probably no more divisive issue than the question of whether seat belts should be mandated for school buses. After all, belts have been required in other pedestrian vehicles like cars and pickups for fifty years - but they have never been mandated in school buses.

Should they be?

This is the question discussed in a new documentary funded by Montana's Public Broadcasting System, called "Safe Enough?" The new hour-long film is creating quite a stir and has already begun to win regional awards. Many are already beginning to wonder if it will tilt the conversation in favor of mandated seat belts.

<https://www.pbs.org/video/safe-enough-3nucjq/>

Work tools:

- ◆ Work tools should be positioned within easy reach so elbows rest comfortably at one's side when typing or using the mouse.
- ◆ Your computer monitor should be at brow height or lower if bifocals are used.
- ◆ Center the monitor in front of the keyboard to prevent neck strain.
- ◆ "Cradling" the telephone handset between one's shoulder and ear should be avoided. Consider using a headset or speaker option to avoid this posture.

If your job requires sitting or standing for the entire day, you may feel fatigue and sore muscles. When you make frequent changes in position with movement or stretching it's the optimal way to maintain energy, form, and productivity.

There are no strangers here, just friends you haven't met – Roald Dahl

JUNE

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 PAYROLL	5 PO LISTS DUE	6
7	8	9	10	11	12	13
14	15 SCHOOL DIST. BILLING	16	17	18	19 PAYROLL	20
21	22 PO LISTS DUE	23	24	25	26	27
28	29	30				