



See It

Own It

Solve It

Do It

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This newsletter will be published weekly to incorporate new ideas and lessons learned on our accountability journey.

## OZ Principle Newsletter

July 25, 2011

We've been hearing great reports of Accountability Principles in practice around the company in the past week. Here are a few of the stories:

Congratulations to the Riverside DC and their support team of partners from around the company on the successful transition of all meat products from Brea to Riverside.

Under the direction of Sam Hourani and Ed McCallon, everyone saw what needed to be done and owned it, providing a successful transfer of product with no service interruptions to the stores!

Jim Wood, DM for District 4, conducted a "Below the Line" activity with his managers on the Smart Walk. They then spent an hour coming above the line and looking at ways to overcome obstacles and perform this task more efficiently.

Shout out to Certified Trainer Joe Tischbern who made a presentation to Mike Mahakian's store managers on the Oz Principles concepts.

Mike then led his team in a similar exercise as D4. They did a "Below the Line" activity for the Smart Walk. They then used LIFT to come up with ways to overcome obstacles to this important operations activity.

Randy from Las Vegas wrote in to tell us all to watch Ground Hog Day.....a fun example of below the line at the beginning of the movie going to above the line at the end.

Randy writes: "Each day in our stores we go into the same box. It is easy to be the same day after day. We need to realize how we can make each day great."

I want to hear YOUR stores.....be sure to share and be entered into a drawing for a Starbucks Gift card.

**This week's winner is Ed McCallon from the Riverside DC**

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Tip of the Week: **Solve It Question: What else can we do to solve this problem?**

Practice this behavior this week. When you are stuck on something reach out to a colleague and tell them situation and see if they can help you come up with a new way to Solve It. We want to hear your stories!

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## Upcoming Oz Principle Classes

**When:** August 12 and August 25; 9:00-5:00 both days; these are two separate classes

**Where:** Citadel

**Who to attend:** 10 individuals from Citadel; 10 individuals from Supply Chain; 10 individuals from the stores

**How to register:** Send your registration requests to Barbara in training. We have more classes scheduled in September in both Northern and Southern California and we will announce those soon.