

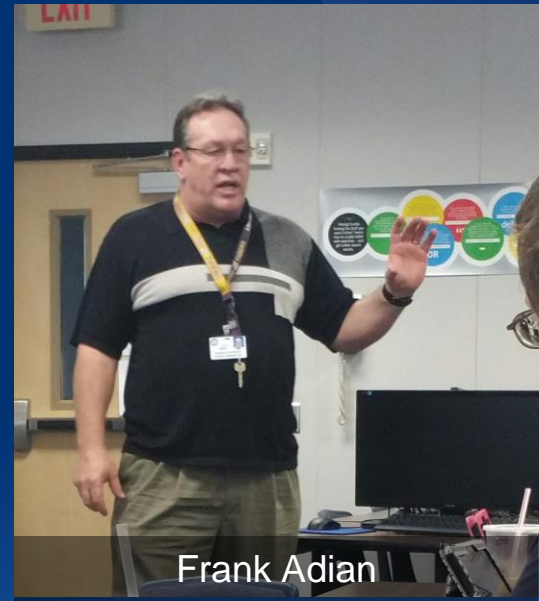


Meeting with All Technicians to Highlight Teaming for Transformation and the Value of Service Level Agreements

Frankie Jackson participated in the technician meetings on Wednesday, **October 19, 2016**. The technicians were divided into two meetings: the north side of 290 technician's met from 8:30 – 10:30 and the south side bet from 12:30 – 2:30. In both meetings, Frankie presented on process improvement, working through our teaming for transformation initiatives. She went through each area of focus and highlighted the team's accomplishments.



Also in both meetings, there was time to meet in small groups. Frank met with each service center technician team. In both meetings, Frankie emphasized the importance of technicians using our well-defined Service Level Agreement (SLA) as a mean of prioritizing their work.



Frank Adian



Service Center Technicians (North Side)



Service Center Technicians (South Side)