

My team takes immense pride in our customer's improvement. We can often tell whether changes in performance are in relation to weather changes or if the customer made performance a focus. So, when Revere Electric had an EXTREME performance improvement, I had to contact them to congratulate them and ask their secret.

Revere Electric was kind enough to take time to help share their best practices in driving results through ELEVATE®. Thank you to Tim Duvall – Vice President, Supply Chain, and Tom Jensen – Racine Warehouse Lead, for sharing your experiences.

Idealease: Tim, I have done over 1,500 scorecards for many customers over the years. The improvement you made is the most incredible 1-month performance change I have experienced. What happened?

Tim Duvall: A new bar has been set. All the credit goes to Tom. Obviously, the entire team helped make it happen, but it would not have happened without Tom at the point.

Idealease: Tom, you were given responsibility for the scorecard results earlier this year. Can you share what your management had in mind when he entrusted you with this opportunity?

Tom Jensen: When Tim and Gary approached me, they did not have anything specific in mind, but had a clever idea driving efficiency was an opportunity upon which we could improve.

Idealease: After you receive the ELEVATE scorecard, what happens next?

Tom: We use the scorecard to get the ball rolling. It helps us highlight which drivers we need to focus on more directly within specific behaviors. We created a report where we can see opportunities every day and have immediate feedback for the drivers while the behavior is still fresh to them.

Idealease: When necessary, what does a driver coaching session look like?

Tom: From my experience, especially with Revere, everyone wants to do a respectable job, and feels good about doing good work. Sometimes they just need a little nudge, whether that be additional training, or a follow-up discussion to help answer questions they may have.

Idealease: Is there a favorite, or most powerful slide or tool that has the best impact?

Tom: The benchmarks you provide help us understand how we are doing compared to other fleets. Additionally, the A to F grading scale helps us quickly identify our coaching opportunities.

Idealease: Sounds like Revere Electric focuses on communication and teamwork. These are obviously the building blocks to a successful team. Do you reward drivers for improvements?

Tom: We made our goals clear to our driving team, and provide small rewards for having such rapid improvement, which we will continue to do as the improvements continue.

Idealease: Any final comments?

Tim Duvall: I can honestly say I have never been as excited and anticipated getting a scorecard more than I did with this one. I knew we were going to have a kick \*butt\* month and just loved seeing these remarkable results!