

Abacus Transport

Abacus Transport Limited
Masters Yard, Railway Terrace,
Kings Langley, Herts. WD4 8JA
Tel:01923 260333 Fax:01923 260444
Registered in England no. 2963669

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ABACUS TRANSPORT OPERATING PRINCIPLES

Below are the operating principles of Abacus Transport to manage the day-to-day workings. They also guide on what to look for in new hire.

1. Champion the Customer

We don't just want customers; we want customers who are right for Abacus Transport and that Abacus Transport are right for. We want to create devotees i.e., customers who will tell other customers how great we are. To do this we must start with the customer and work backwards being tenacious in our pursuit to earn and keep their trust by providing them with the best possible service experience. Remember you cannot go wrong by making a customer happy.

2. Row as one

The needs of the business must come first and those of the individual a close second. To do this we must prioritise the groups needs over our own collective wants and needs. If we all work together and row as one, we will win as one. We strive to hire people who prioritize team wins above their own.

3. No sugar coating

As bitter as it maybe we prefer to know the facts. Sugar coating makes solving problems and making time critical decisions more difficult. We must listen attentively and seek a diverse perspective. Be respectful but direct, factual and candid and expect the same from others.

4. Be vocally self-critical

We aim to be right a lot but even the best amongst us make mistakes on occasion, being vocally self-critical and self-reflective even when doing so is uncomfortable helps build trust and allows us to learn from those mistakes. Operators at all levels no matter how competent do not believe they are perfect, instead they constantly benchmark themselves and their teams against the best.

5. Reach for the stars

Our mission will take a while to deliver; when conflicted with taking a shortcut now v's doing the right thing for the long term, favour the long term. Never be completely satisfied with your or the teams' accomplishments. Aim to achieve new records, celebrate them, and then envisage new ones to break. This applies to everything we do. Everyone should aim to be the best at their trade.

6. Be swift

In business speed matters, you need to aim to be first and time really does matter. You will never have all the information you need to make the perfect decision, and you must be comfortable with some ambiguity and making the best decision based on the facts you currently have available to you. Remember a perfect decision too late is no good. We value calculated risk taking.

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7. Challenge conventional thinking

Conventional thinking yields conventional results. We want extraordinary results! Therefore, always look for ways to improve things and never accept the mantra “we do it that way as that’s the way it’s always been done”. Audit regularly and stay connected to the details. Be sceptical when metrics and anecdotes differ. Be veracious in your appetite for learning, be curious, inquisitive, and constantly look to invent better ways of doing things as well as simplifying current processes and procedures.

8. Be an owner

Owners never say that’s not my job and consistently deliver results at the right quality and on time. Despite setbacks they remain cheerful in the face of adversity, rise to the occasion and never settle. Owners set themselves the highest standards, many think they are unreasonably high. They constantly raise the bar and drive themselves and their teams to deliver the best possible service. They ensure that defects do not get sent down the line and that problems are fixed so they stay fixed. Owners respectfully challenge decisions with facts and data but once a decision is made, they commit wholly.

9. Eliminate waste and spend wisely

Effective operators at all levels look to eliminate waste and do more with less. They embrace constraints and as it breeds resourcefulness, self-sufficiency, and invention. They spend wisely and only if it will improve operational efficiency, improve safety, customer experience, enable growth, build future capacity, or reduce long term costs. They remember there are no extra points for growing headcount, budget size or fixed expense.

10. Enjoy the journey

Last but not least, whilst we are very serious about work, we don’t take ourselves too seriously. Have fun and embrace the journey.