

# Operational Excellence

Greg Percy, Chief Operating Officer

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# OUR STRATEGIC PRIORITIES

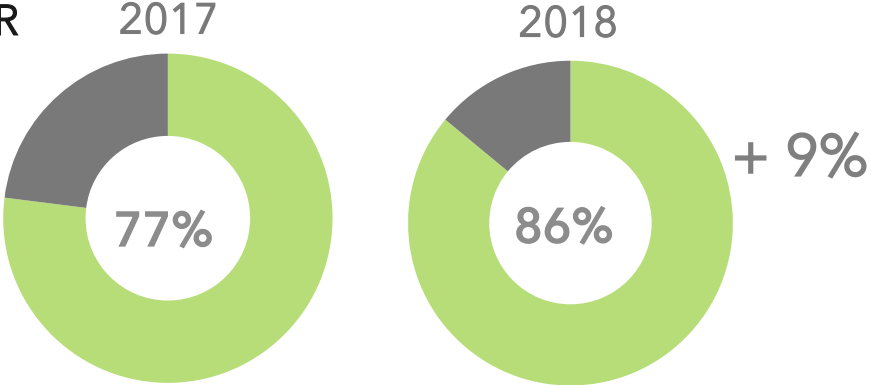
Operations is leading:

- Safety
- Service Improvements
- Transformation
- LEAN Culture

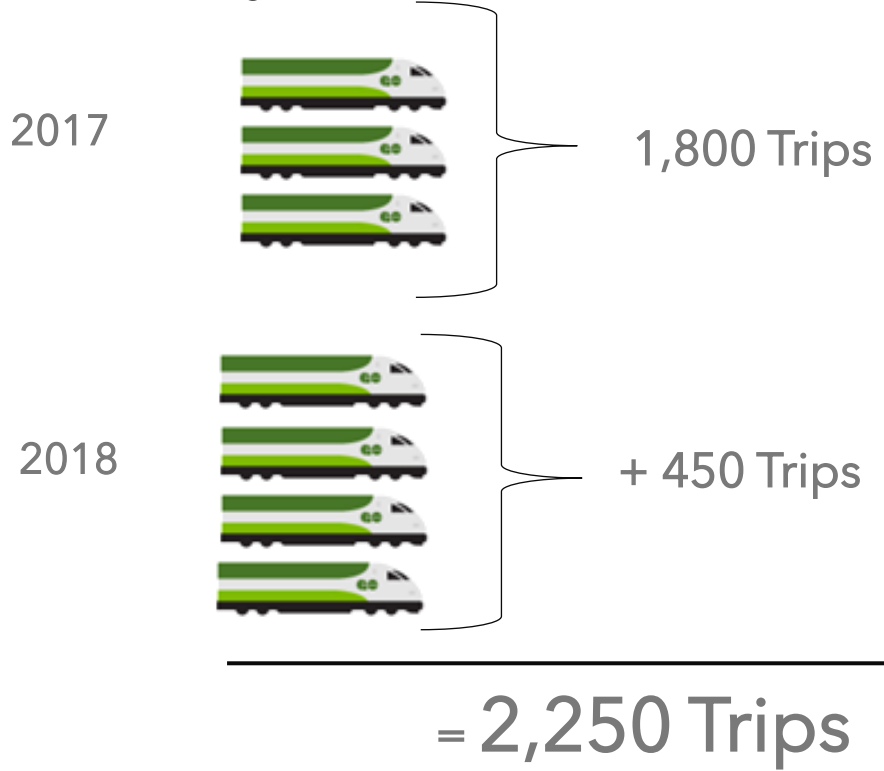


# THE BUSINESS CHALLENGE

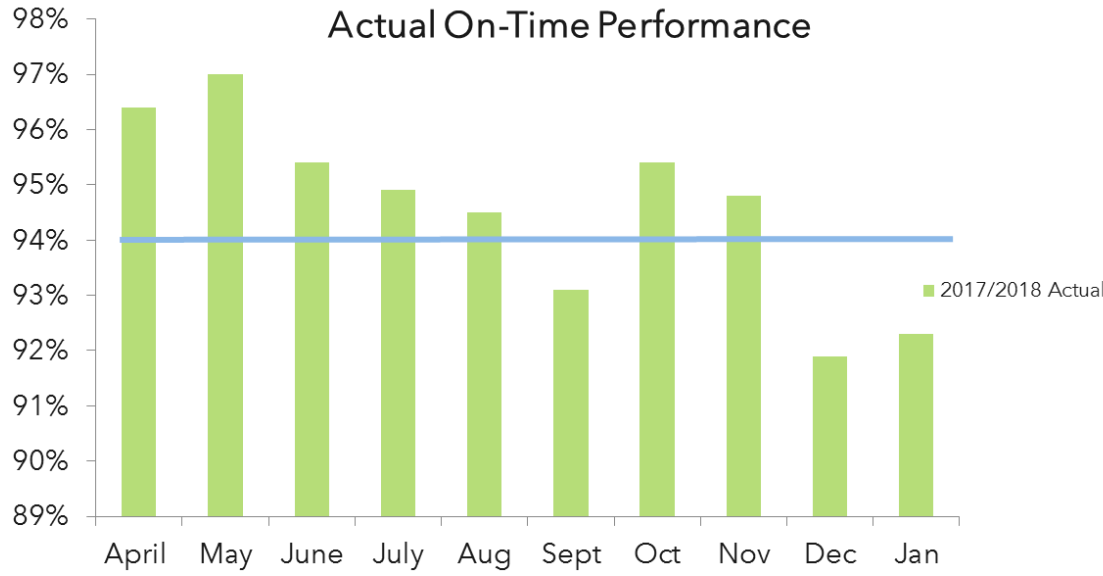
## OVERALL CUSTOMER SATISFACTION



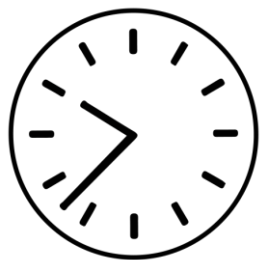
## WEEKLY TRAIN TRIPS



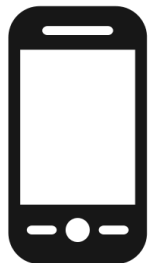
## ON-TIME PERFORMANCE



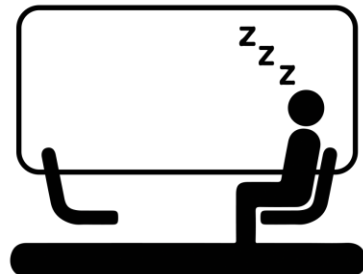
# KEY DRIVERS TO MEETING OUR TARGETS



Reliable



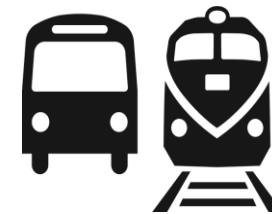
Communication



Comfort



Integration



Capacity



Safety

# OPERATIONAL EXCELLENCE



# LEAN OPERATIONAL EXCELLENCE IN ACTION

