

Quality Work

When we talk about Quality Work as a byproduct of the Affinity Formula, we are really talking about the byproduct of your leadership.

Customer satisfaction, and in turn increased profitability, can be significantly impacted by creating an improved team members' experience. This begins by hiring talented team members who exhibit the characteristics discussed throughout this book. I've also discussed the need for new team members to complement your existing team. Understanding the components and nuances of your team allows you to better define and hire for the missing elements.

- ▶▶ *When team members are in the right positions, enjoying the work they do, quality work happens.*
- ▶▶ *When team members feel good about the people they work with and work for, quality work happens.*
- ▶▶ *When the financial benefits reflect their productivity and performance, quality work happens.*
- ▶▶ *When team members have opportunities to grow and improve, quality work happens.*
- ▶▶ *When team members feel acknowledged and respected, quality work happens.*

