

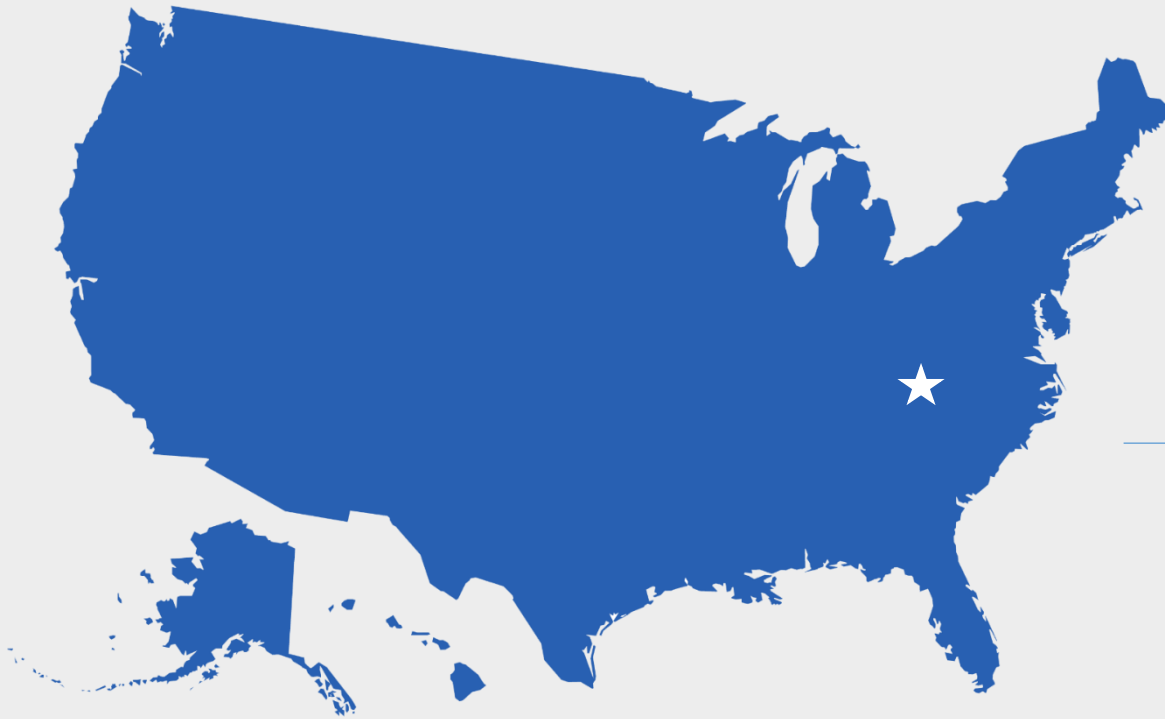


You Can't Spell Best Without BTES

Leslie Blevins
Public Relations &
Communications Manager



Who is BTES?



SERVICES

Electric
Internet
Telephone
Cable

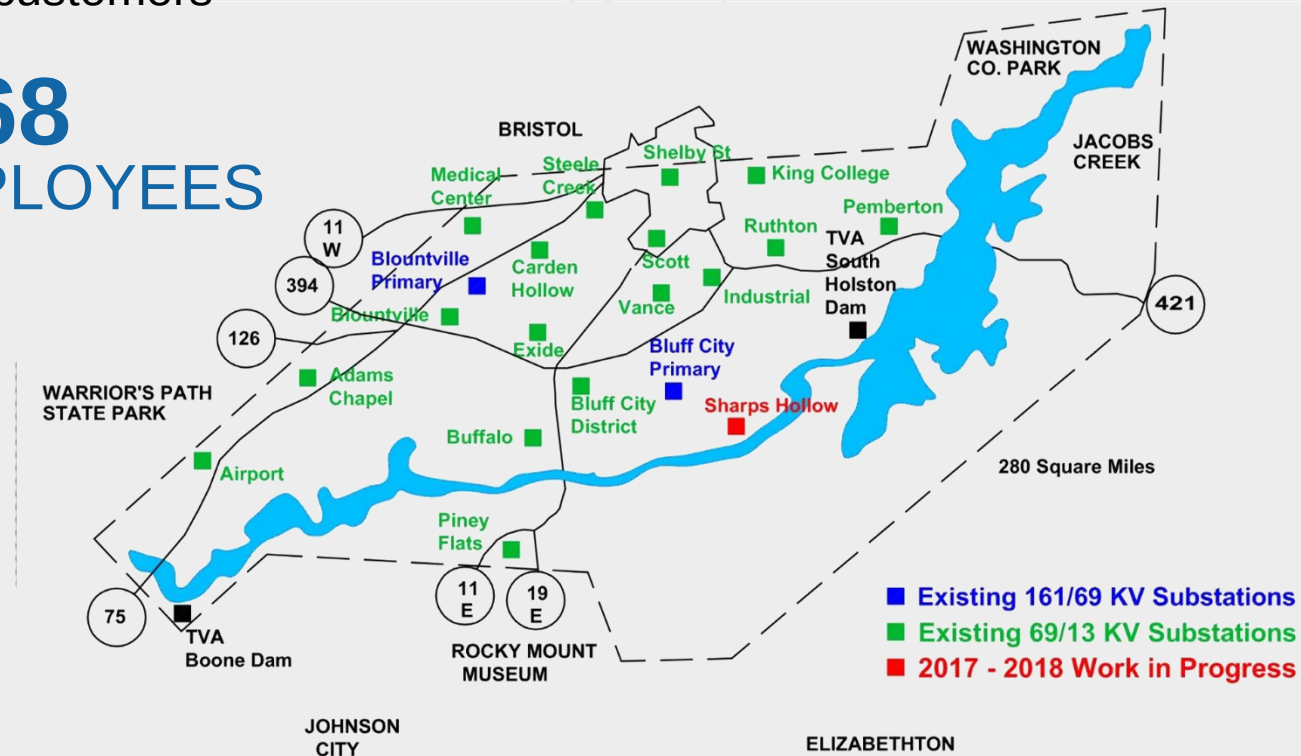
WE SERVE

33,000
ELECTRIC
customers

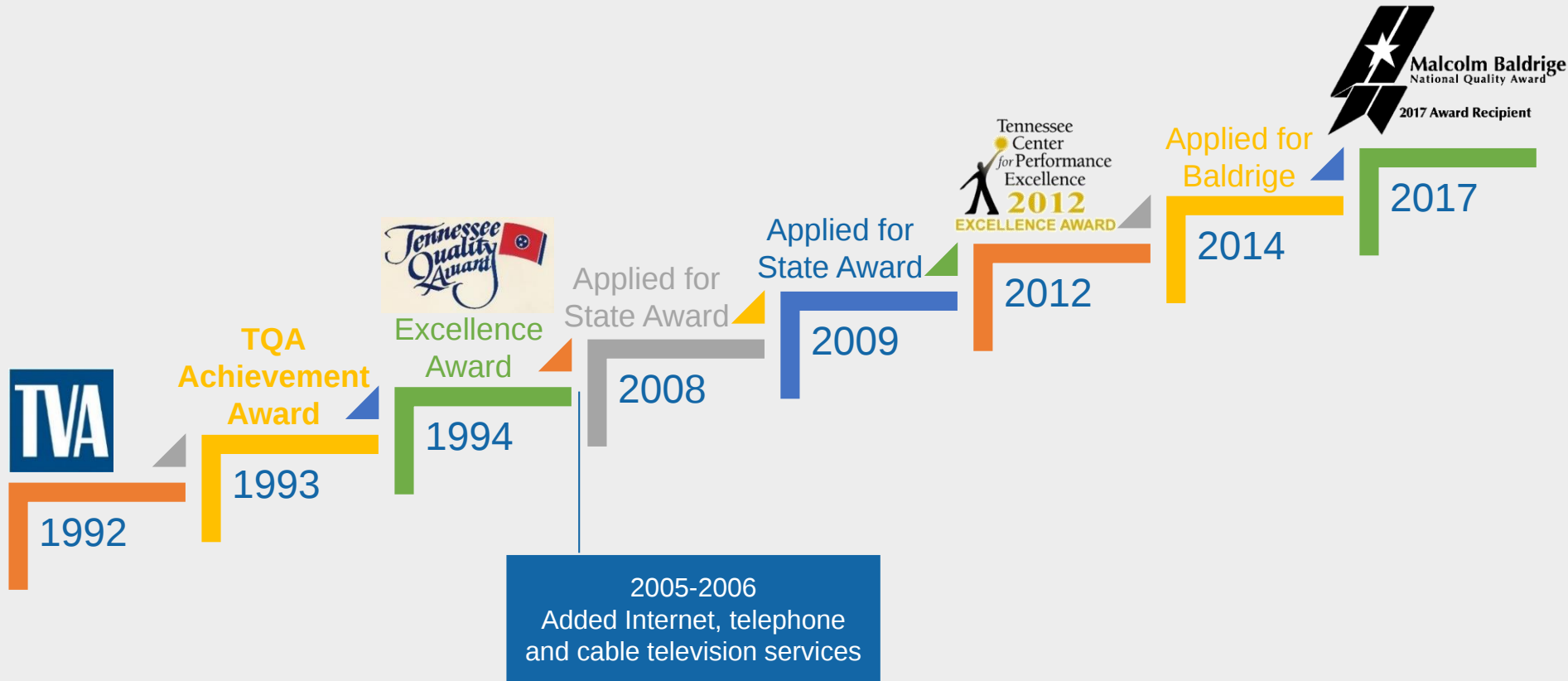
17,000
FIBER
customers

280
SQUARE
miles

with **68**
EMPLOYEES



OUR JOURNEY





BEST PRACTICES

Values Statement

The Rotary 4-Way Test

Of the things we think, say or do:

Is it the truth?

Is it fair to all concerned?

Will it build goodwill and better friendships?

Will it be beneficial to all concerned?

Key Success Factors



Reliability



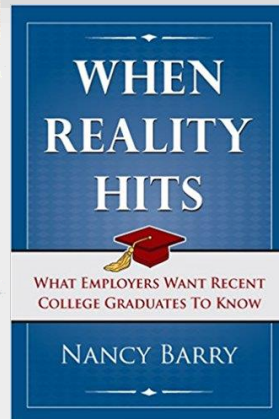
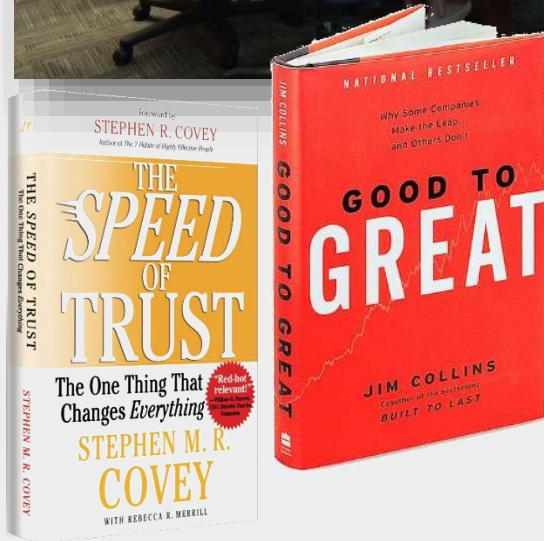
Safety



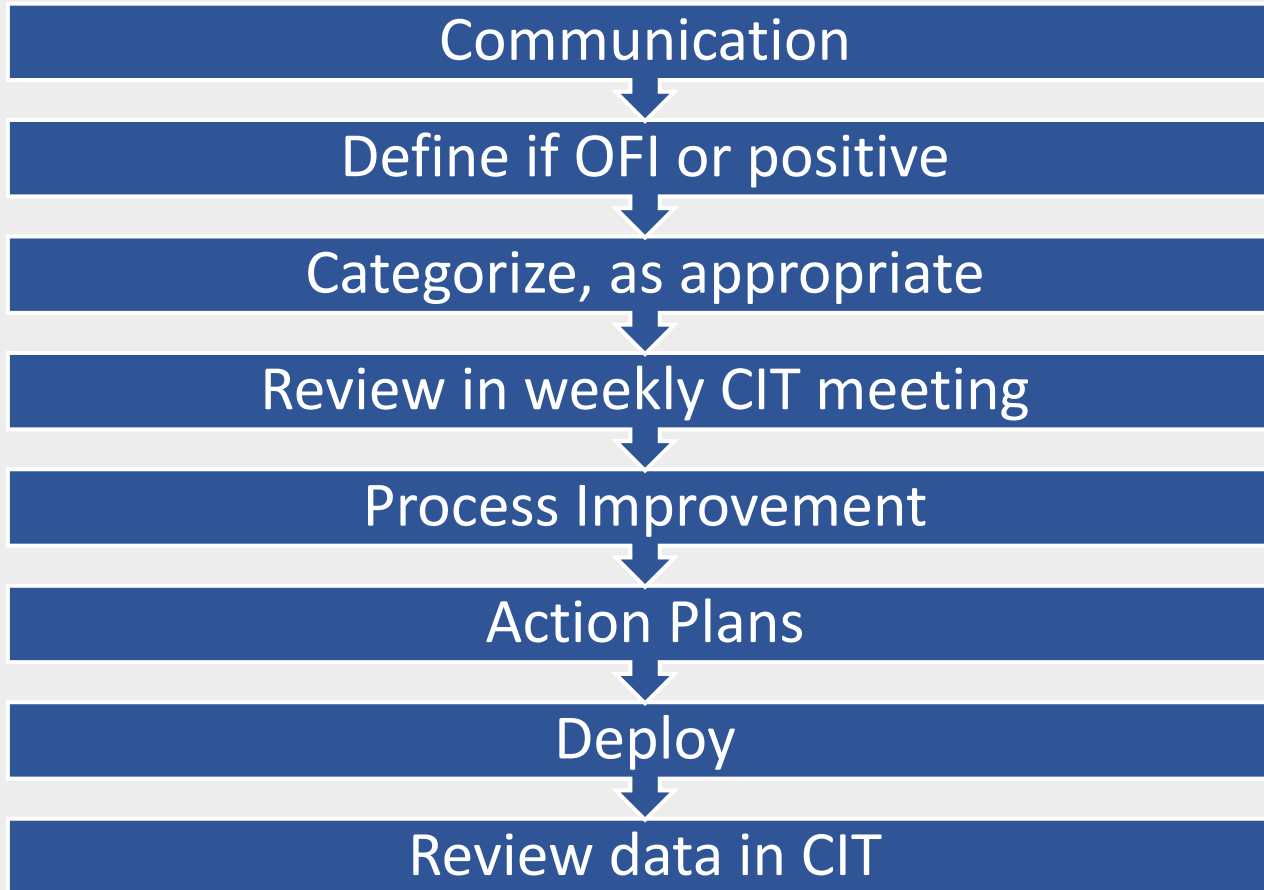
Financial



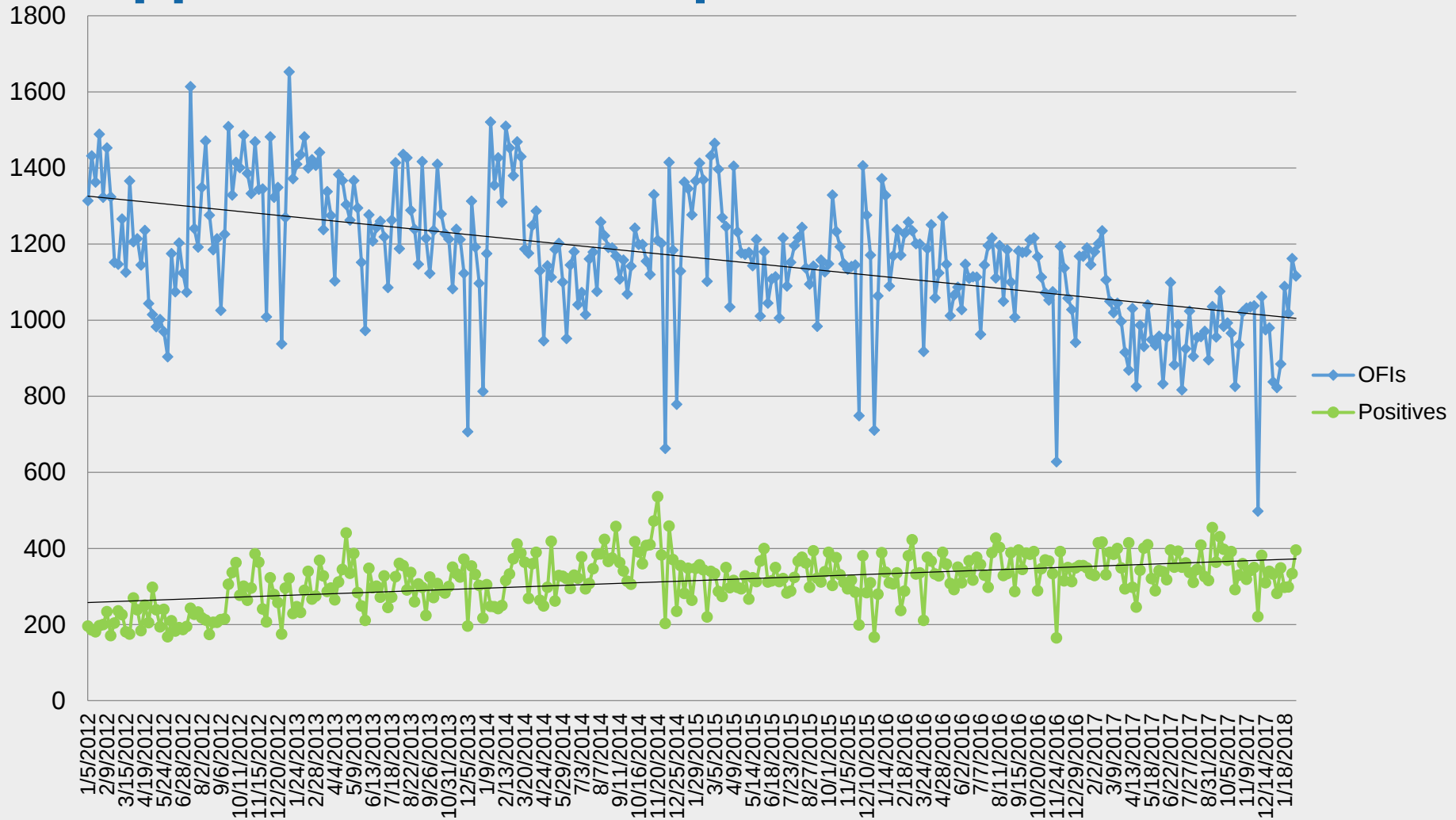
Continuous Improvement Team



Improvement Initiative Process

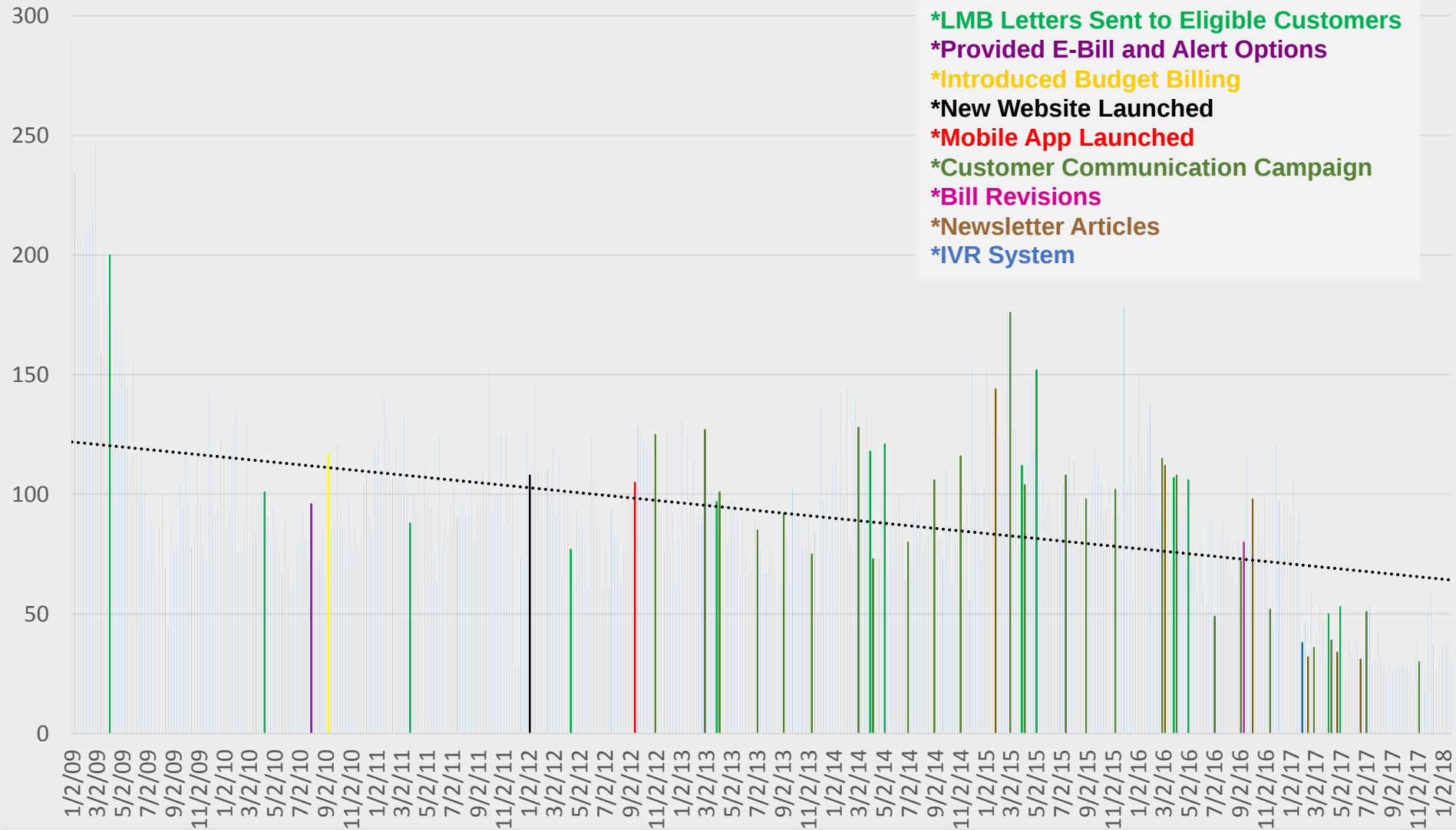


Opportunities for Improvement & Positives

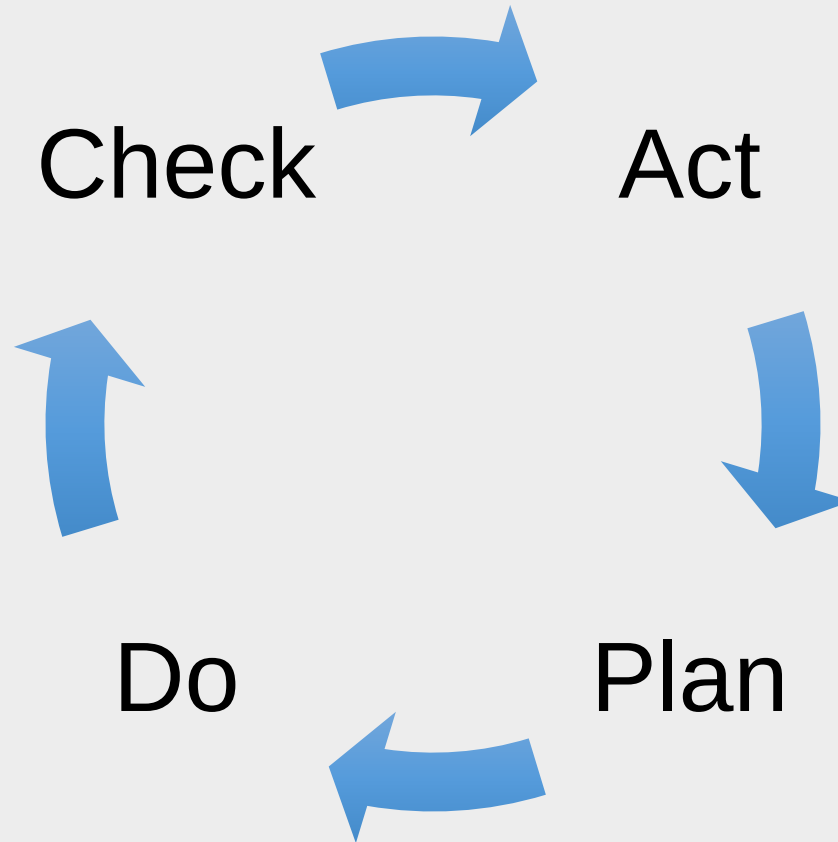


Balance of Bill

↓ Good



Process Improvement



SMART



[Training Schedule](#)

[Leslie Blevins](#) ▼

Tutorial Library

Training Schedule

▼ Construction - Preparing Trucks for Morning Work

[Tutorial - Preparing Trucks for Morning Work - Tutorial](#)

▼ Accounting - Accounts Payable

[Tutorial - 4 Digit Local PO and Dental - Tutorial](#)

[Tutorial - 5 Digit Local PO - Tutorial](#)

[Tutorial - Invoices with an approval and Adding a Vendor - Tutorial](#)

[Tutorial - Print Checks - Tutorial](#)

▼ Accounting - 499Q

Training

Organizational Behavior Course



Training

Org Behavior Course – Pole Yard Project



Before



After

Retention



Quality Performance Appraisal

Type of Employment:



Full Time



Part Time

Driver's License No:

Employee Name:

Date of Hire:

Use of Sick Leave:

Days Absent:

Instances:

Expiration Date:

Job Title:

Appraisal Period: From

To

Job Description Changes?



Yes



No

For each applicable performance area, mark the box that most closely reflects the employee's level of performance for this appraisal period. The four performance levels and performance area are defined on the attached sheet.

Performance Area		Unacceptable	Below Expectations	Meets Expectations	Commendable
A	Knowledge of Job				
B	Planning / Organization				
C	Quality of Work				
D	Quantity of Acceptable Work				
E	Cost Consciousness				
F	Communications				
G	Safety Practices / Work Habits				

Retention



Retention

Goals and Personal Desires

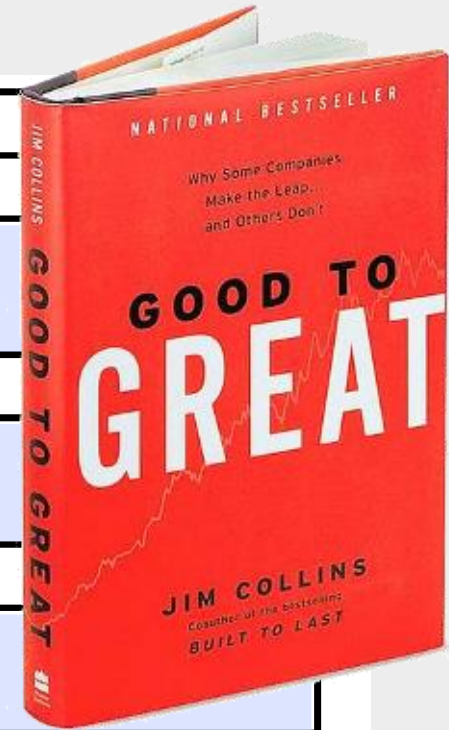
A. Short-range (within the next year) - Be Specific

1. What can we do to help you achieve this goal?

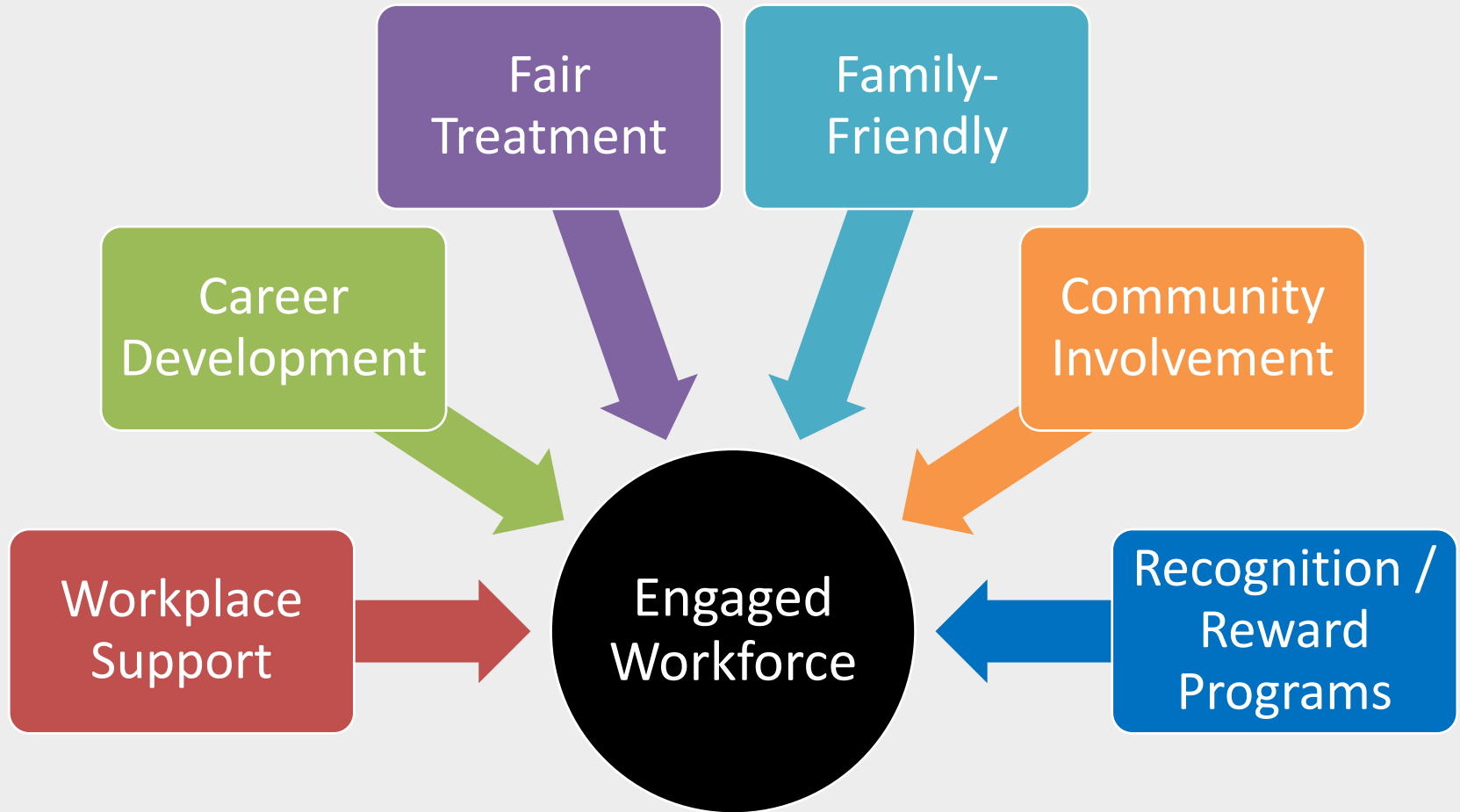
2. What actions are you taking to achieve this?

B. Long Range

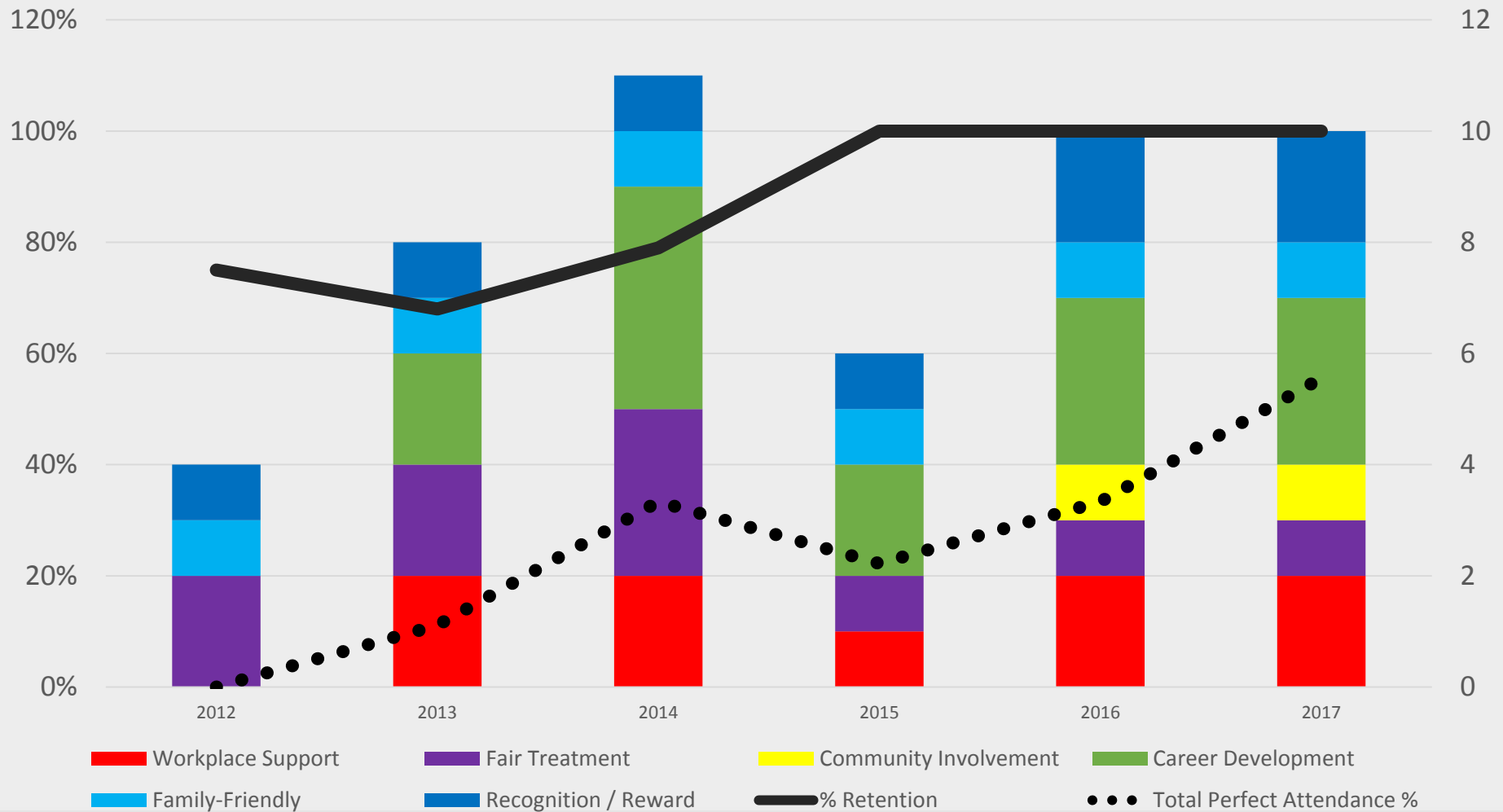
1. What can we do to help you achieve this goal?



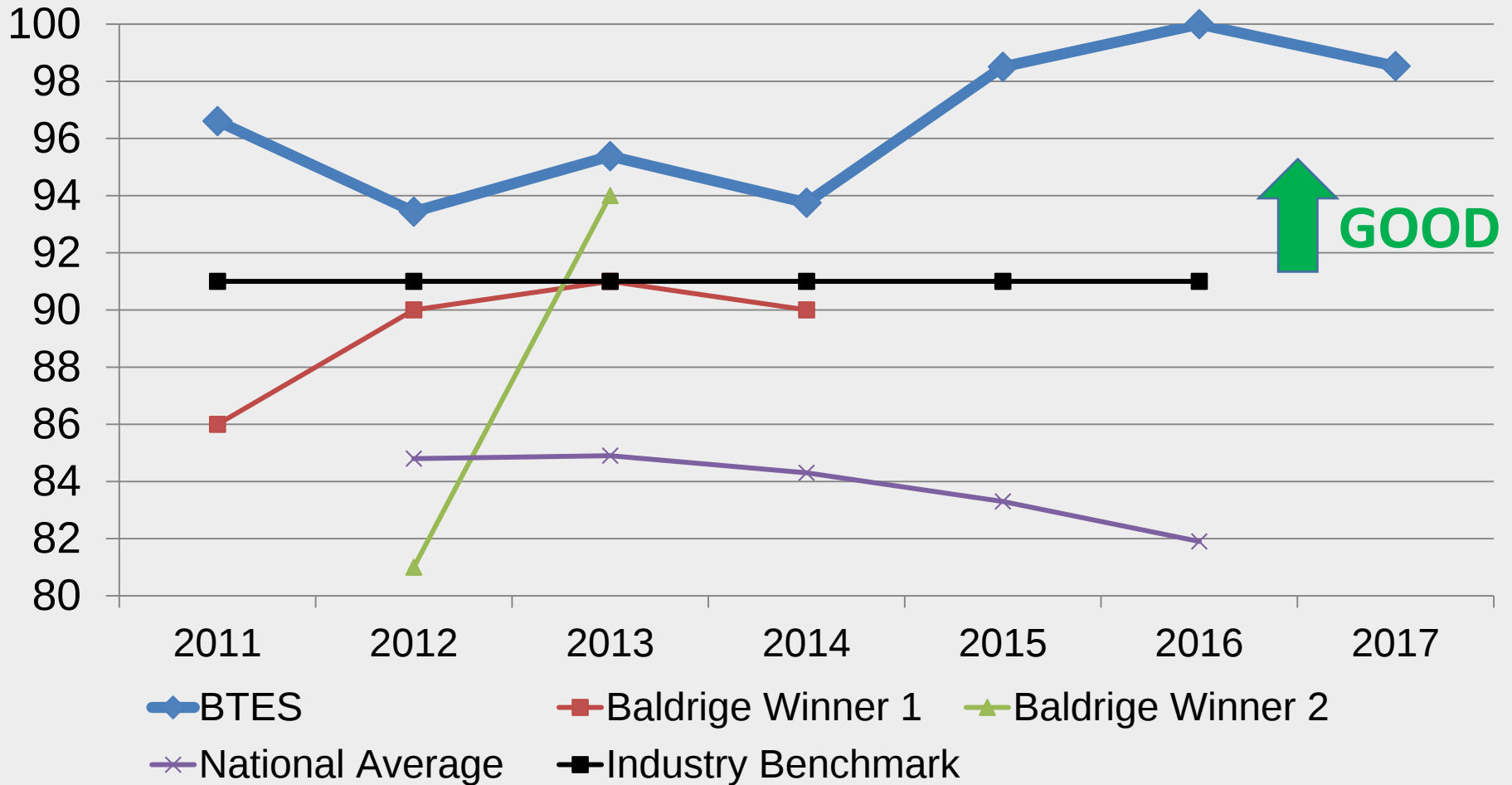
Retention



Retention

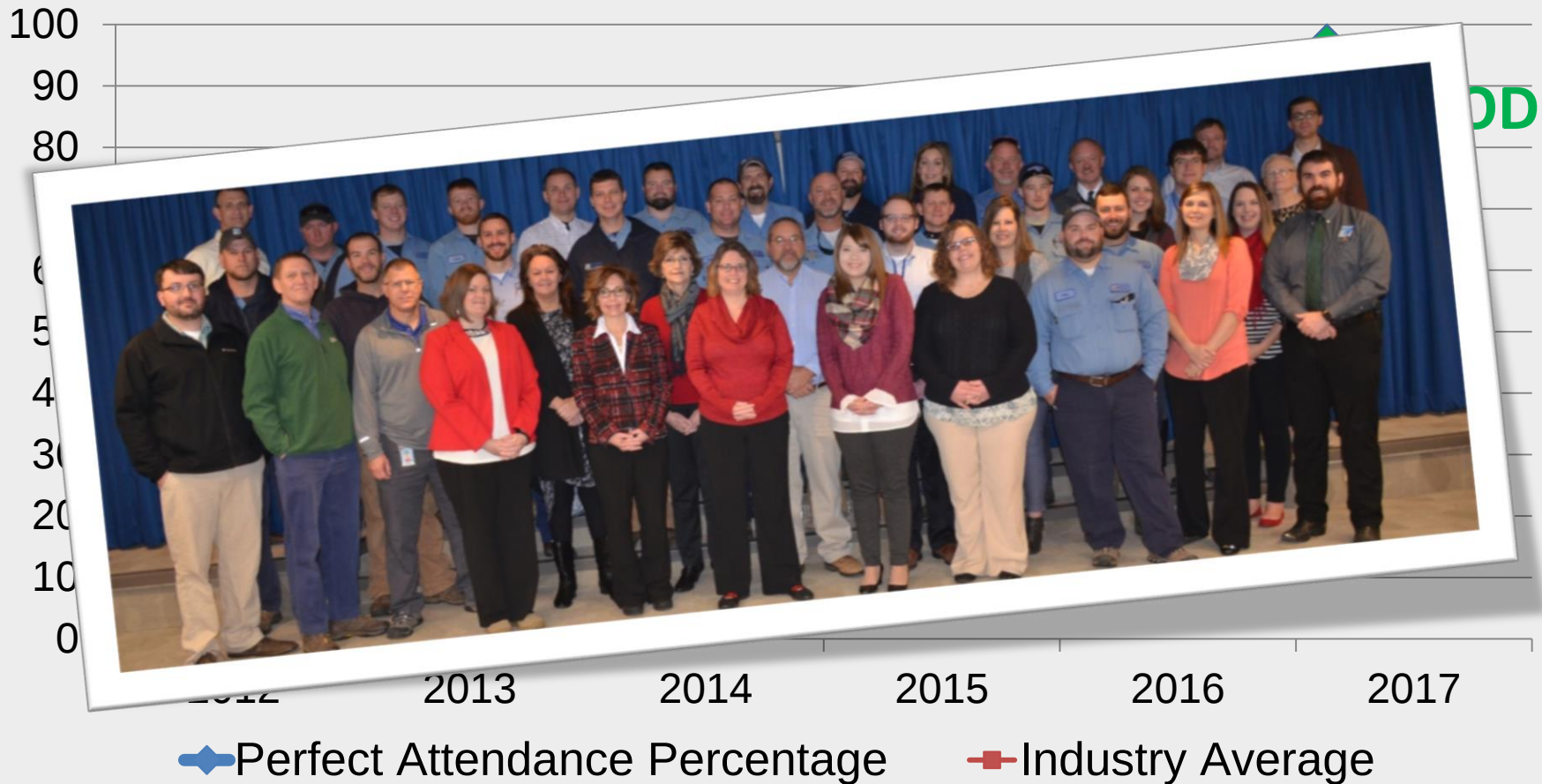


Retention



Retention

Annual Perfect Attendance Percentage



Best Practices

Values Statement

Key Success Factors

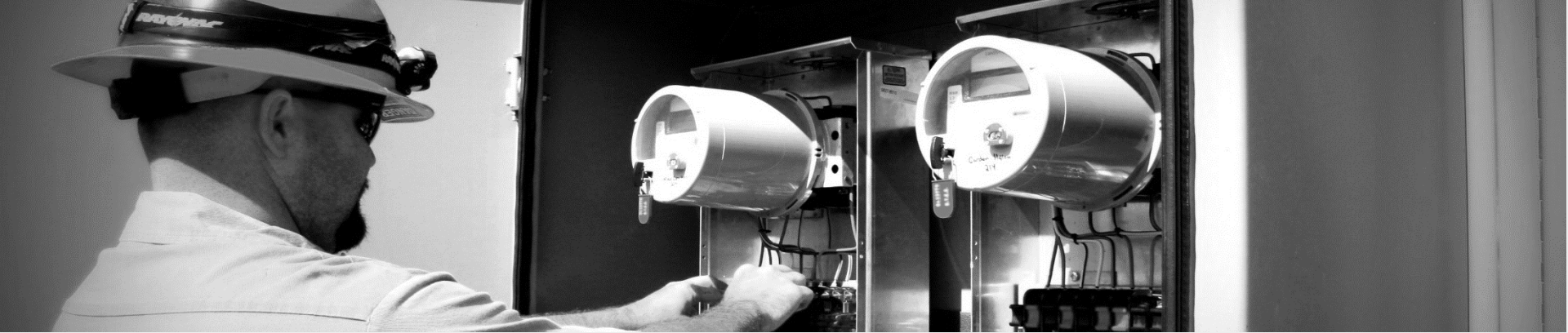
Continuous Improvement Team

Improvement Initiative Process

SMART

Training

Retention



QUESTIONS?



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

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