



The YPO Way



About The YPO Way

- The YPO Way is how we all work together
- The YPO Way isn't negotiable
- The YPO Way is an extension of the Organisation and its Values



YPO Values

- Openness and Honesty
- Being ambitious and driven
- Working inclusively and collaboratively



YPO Values

- Openness and Honesty

At YPO Openness and Honesty is important to us because it ensures that everyone is valued and involved and it builds Trust with our Customers, Suppliers and Stakeholders.

The Trust built up helps us to better understand what our Customers need and also demonstrates accountability and transparency, which is very important to a public body.

Key words / messages:

Everyone valued equally, Listening, Putting back into the public purse, Focussed, Responsive, Flexible, Pace, Accountable, Professional, Consistent, Collaborative, Inclusive, Empowering, Fair, Passionate, Together



YPO Values

- Being Ambitious and Driven

At YPO Being ambitious and driven means we strive to be better than the best focussing on continually improving our performance and making YPO a fun place to work. The way we see it; if we keep getting better than the best, then we will be the best there is and achieve our aim of being the number one supplier of common goods and services to the UK public sector.

Key words / messages:

Lean, Resilient, Challenge, Adaptable, Reliable, Learners, Driven, Leading, Relentless, Unique, Innovative, Competitive, Successful, Single minded



YPO Values

- Being Inclusive and Collaborative

At YPO Working inclusively and collaboratively as One Team is important to us because we understand that achieving our aim of being the number one supplier of common goods and services to the public sector simply isn't possible unless everyone is facing the same way and working together on the same goals.

Working as One Team with our customers ensures that their aims are our aims and so they benefit.

Key words / messages:

Ownership, Trusted, Respectful, Leadership throughout, Practical,
Resourceful, Simplicity



The YPO Way

- Customer needs drive everything we do
- We don't pass the buck or blame others
- We treat each other with respect, take everybody's view as equal and encourage each other to speak out.
- We attract, develop and keep the best people
- We lead by example
- We are encouraged to learn from our mistakes
- We find the one best way – share it and stick to it
- We figure out how to do things better, together
- We constantly look outside for ways to improve
- We strive to be Better than the Best at what we do
- We are ambitious, driven to succeed and passionate about everything we do
- We celebrate and reward success and remember to enjoy work
- We always deliver on our objectives
- We treat the Organisations money as though it is our own
- Everyone pulls their weight and acts together as One Team



The YPO Way

- Customer needs drive everything we do

We ask customers what they want from us and then we 'move heaven and earth' to provide exactly that. Provided its within our strategy we wont rest until we've re-jigged the organisation so that the customer requirements are second nature and happen as a matter of course.





The YPO Way

- We don't pass the buck or blame others

If something needs doing we do it, if something needs resolving we resolve it. We don't pass it over the fence or down the line. We take responsibility and ownership for things. We all take responsibility and support each other when we need help





The YPO Way

- We treat each other with respect, take everybody's view as equal and encourage each other to speak out.

We listen to everyone's point of view and accept contributions from all levels of the Organisation to foster trust and respect and truly work as one team.





The YPO Way

- We attract, develop and keep the best people

Through a culture of developing and investing in our people, we will enhance our reputation as an Organisation that is professional throughout, and a great place to work.





The YPO Way

- We lead by example

Nothing is too much trouble – we can achieve our vision if we show others we mean business!!

Leadership will encourage ownership





The YPO Way

- We are encouraged to learn from our mistakes

There is no room at all for 'fear'. We encourage everyone to express themselves, through which we will gain experience by practice and keeping on trying. We understand that we will learn by pushing boundaries and that sometimes we will get it wrong. This is OK provided its not illegal, or that we don't repeat it and as long as we fix it.





The YPO Way

- We find the one best way – share it and stick to it

Consistency and being single-minded and relentless in wanting to be the best will mean we are always improving and going forward, making our Organisation number one.

We understand that there's only one best way of doing things and we are all responsible for finding it and sticking to it. If we find a better way later on that becomes the new one best way.





The YPO Way

- We figure out how to do things better, together

Listening to each other, sharing ideas, respecting and completely understanding your colleagues will mean we will feed off each other in a way that will foster continual improvement





The YPO Way

- We constantly look outside for ways to improve

Our thirst for improvement will only be quenched by continually looking and learning from other leaders in their field and then adapting to keep our Organisation on target to become the Number One supplier in the Public Sector





The YPO Way

- We are ambitious, driven to succeed and passionate about everything we do

What more can you say!

These values must touch all parts of the Organisation and all our colleagues

It will not work unless we embed this culture throughout, but when we do, we will be flying!!





The YPO Way

- We celebrate and reward success and remember to enjoy work

When times are tough, it is easy to forget about these things. Yes, we are serious about our business and at the same time we know that we must reward success and include recognition and appraisal of our colleagues in a way that makes us enjoy coming to work!





The YPO Way

- We always deliver on our objectives

Achieving this is a lot tougher than just saying it, but if we are consistent in achieving, we will enhance our reputation and gain further confidence of our customers and stakeholders

What better way is there to build on our success?





The YPO Way

- We treat the Organisations money as though it is our own

We deal in big numbers and we remember how easy it is to forget that its public money and so we always treat the organisations and customers money as our own.





The YPO Way

- Everyone pulls their weight and acts together as One Team

Teamwork will go a long way to making sure everyone is doing what they should. Don't be afraid to challenge in a respectful way if you think this is not the case.

Think of the success we can attain as a business if everyone gives quality effort!!





For more information please contact:

41 Industrial Park, Wakefield, WF2 0XE

Tel: 01924 824477 Fax: 01924 834805

www.ypo.co.uk

ypo@ypo.co.uk