



Commissioner's Message: Excellence At INDOT

"Excellence" is an important component of our 2012 INDOT Values. INDOT's Value definition for Excellence reads: "Provide exceptional customer service through individual initiative, innovation and delivery of quality results."

As we work to make this value a reality each day, it is important to remember that all motorists traveling our great state rely on us. Almost everything we touch touches someone else, which is tremendous motivation to provide exceptional customer service.

Our efforts have not gone unnoticed. By implementing innovative and practical solutions to our business operations, INDOT recently won the Institute of Transportation Engineers' Public Agency Council 2012 Achievement Award of **Excellence**. Additionally in the last year, we received several **Excellence** awards from the American Concrete Pavement Association and the American Council of Engineering Companies.

Excellence isn't always so obvious. Behind-the-scenes examples of Excellence could include double-checking our work zone safety plan, remaining calm while a customer complains, or treating our employees fairly while we improve our day-to-day agency performance.

To borrow highway terminology, Excellence is all about going the extra mile.

Many of our employees go that extra mile every day. Over the coming weeks, we will begin learning about members of our INDOT team who deliver Excellence in their daily actions. They serve as role models and set great examples for all of us to follow.

Best regards,

Michael B. Cline