

EMBRACING EXCELLENCE

LEAN

CONFERENCE CANADA
WINNIPEG | JUNE 6-9, 2022



PRESENTED BY

CANADIAN
MANUFACTURERS
& EXPORTERS

CANADA'S LARGEST LEAN
EVENT IN 2022

EMBRACINGEXCELLENCE.CA



TASTY TRUST: Resilience & Compassion Despite Trying Times

THOMAS J. WALTER

Chief Culture Officer

Tasty Catering

TastyCatering

March 18, 2022

Illinois Governor shuts down Illinois

That Scary Word!



Tasty Catering Background



Jamie



Erin



Tim

Tasty Catering's Core Values

1. Always moral, ethical & legal
2. Treat all with respect
3. Quality in everything we do
4. High service standards
5. Competitiveness: strong determination to be the best
6. An enduring culture of individual discipline
7. Freedom & responsibility within the culture of individual discipline

Culture – Four Advantages of a Sound Organization Culture

- Culture cannot be replicated whereas products, capabilities and services can
- Prized culture attracts and retains top performers
- Culture underpins competitive advantage and higher financial performance
- Culture engages employees, inspires loyalty and increases discretionary effort

Sue Funkhouser

Gallup Poll

	Average	World Class	Tasty Catering
Engaged	33%	67%	92%
Dis-Engaged	50%	26%	8%
Active Dis-Engaged	17%	7%	0%

Consequences or Outcomes

Tasty Catering – 2019

- 92% Employee Engagement
- 9,309 Events
- 41 Errors Realized by Clients
- 99.6% Success Ratio
- 2019 Sales up over 2018 + **8.1%**
- 2019 Profit up over 2018 + **14%**
- 4% Turnover

Organizational Behavior

A > B > C

Antecedents

Behaviors

Consequences

Core Values: Our Antecedents

#1 Always moral, ethical and legal

#2 Treat all with respect

#3 Quality in everything we do

#4 High service standard

#5 Competitiveness: strong determination to be the best

#6 An enduring culture of individual discipline

#7 Freedom and responsibility within the culture of individual discipline

Core Purpose

We will enrich our employees and create loyal customers through strategic planning and profitable growth.

A > B > C

Leadership Team

Responsible for Behaviors



Kornel Grygo
Chief Executive Officer



Alfredo Velazquez
Executive Chef



Eugene Rios
Director of Operations



Jessica Cooper
Director of Administration

A > B > C

Leadership

Privilege or Responsibility?

A MAJOR Responsibility is psychological safety

A > B > C

Tasty Catering Pillars of Leadership

Primary Leadership Approach

- Anticipate – understand what reactions will result from actions
- Communicate – listen and watch, not just verbal
- Delegate – ensure workers know how important their responsibility is to the outcome
- Motivate – make the work intrinsic, the workers proud

Thomas J. Walter

A > B > C

Tasty Catering Pillars of Leadership

Positive Psychological Capital

- Hope – persevering towards goals
- Efficacy – having confidence to put in the necessary effort to achieve goals
- Resilience- sustaining the drive and bouncing back from problems to achieve goals
- Optimism – being positive about succeeding

Fred Luthans Ph. D.

A > B > C

Tasty Catering Pillars of Leadership **Ethical Behavior**

- Right to be told the truth
- Right to privacy
- Right to not be injured: physically, emotionally, financially, psychologically
- Right to an implied or explicit contract

Immanuel Kant

A > B > C

Leadership is not defined by the exercise of power, but by the capacity to increase the sense of power of those led.

Mary Parker Follet, 1925

A > B > C

Tasty Catering Background



Tony Mattox



Kristen Banks & Shari Brown



Maricarmen Rios



Amanda Ellis & Hannah Malovan



Gerardo Pano Castillo



Erin Walter & Jamie Pritscher

A > B > C

Summary

A > B > C

Antecedents

Behaviors

Consequences

Companies Started by Employees





THANK YOU!

TASTY TRUST:
RESILIENCE & COMPASSION
DESPITE TRYING TIMES

Thomas J. Walter
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