

Instilling the Three Essential Elements of Organizational Success: Culture, People, Leadership

Putting the tenets of effective leadership into practice.

Longevity and advancement within a single company over a career spanning 50 years provided Robert J. Kohlhepp a laser focus upon which to build and achieve workplace excellence. His climb from an entry-level position to the C-suite of Cintas — a billion-dollar company providing uniform rental services — to his eventual retirement in 2016 after serving as board chair for seven years, gave Kohlhepp a distinct vantage point. Now, in his new book, ***Build a Better Organization*** (publisher/date?), he shares his inspired take-aways on creating an exceptional organization within which professionalism permeates.

In today's business world, the ability to create a culture of trust, transparency and accountability is essential, yet remains an exception to the rule. In each role in which Kohlhepp served at Cintas, he came away with valuable knowledge about how to cultivate an effective organization and better manage people — for which he also credits his predecessor, Dick Farmer, Cintas CEO from 1968 to 2003.

Every employee, for example, was made a full-fledged partner in the company. As partners, they became partial owners, which aligned their interests with the interests of both shareholders and customers. They then became resolutely committed to making the company — *their* company — successful.

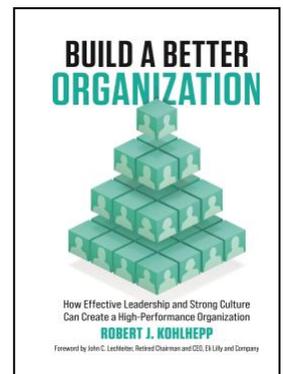
Through anecdotes and experiences gained from his five decades of service to the company, Kohlhepp brings to life the managerial strategies that apply equally to the first-line supervisor, the department manager, and the CEO.

In *Build a Better Organization*, Kohlhepp provides the reader with a how-to guide for operational effectiveness. Reinforced through on-the-ground examples, he shares:

- How to shape a corporate culture upon which excellence is the standard
- How to operationalize conduct that aligns with high expectations
- How to instill directness as a tenet of corporate character
- How to avoid costly turnover by ensuring new hires are a cultural fit
- How to lead in a way that effectively earns the trust and respect of staff

As nationwide turnover rates stall at around 45 percent, it's more important than ever to make integrity, respect and fairness the cornerstones of how to conduct business and treat staff. *Build a Better Organization* explains how.

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About the Author

ROBERT J. KOHLHEPP joined Cintas Corporation in July 1967 as controller. Over a span of 50 years with Cintas, he was promoted to positions of general manager, vice president and treasurer, executive vice president, president, and CEO, then served as Vice Chair and Board Chair until retiring in 2016. Additionally, Kohlhepp has served on several association, corporation, nonprofit and university boards.

His new book is ***Building a Better Organization***. Visit robertkohlhepp.com.

“You can hire the best talent, invest in the best equipment, and serve the best customers, but unless you create a corporate culture that is satisfied only with excellence, your efforts will fail.”

—Robert J. Kohlhepp
