mimansa
RESEARCH & ADVISORY

TOOLKIT · VALUES TO BEHAVIOURS KIT

Values One-Pager



Copy the do and don't lines from each canvas. Keep it to one page.

COMPANY

e.g. Speedwell Bike Care

UPDATED ON

e.g. April 2026

VALUE	WE DO	WE DON'T
Customer first	*Give an accurate estimate. Ask before extra repairs. Explain mistakes honestly.*	*Add parts without asking. Blame the rider.*
Own the job	*Test-ride every bike. Sign the job card. Call back in 3 days.*	*Hand over a bike we have not checked.*

WHERE TO USE IT

- [ ] On the wall at each site.
- [ ] In the joining kit.
- [ ] In the review form.
- [ ] In the first team meeting each month.

Update it each April with new stories.

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