

## Key Principle: Expertise

Share your own and GSA's collective knowledge, skills and talents with customers. Foster your own learning and the growth of technical **expertise** throughout GSA.

What PBS regional senior leaders say about **Expertise**:

*"Hands down, expertise is the most important thing we bring to the table. That's why federal customers come to GSA."*

*"Experts deliver projects in ways that the interactions among team members – federal employees and contractors included – are seamless. There are no hand-offs."*

*"Experts are leaders. Experts take full accountability to oversee every detail of a project."*

What our federal customers say about **Expertise**:

*"Expertise is at the top of the list for me. It's what I expect from GSA."*

*"They are part of the solution; that's their goal."*

What valued service providers say about **Expertise**:

*"Caring translates into ownership and pride in the work product."*

*"Challenge people to better themselves, each other, their organization, the work product and the operation through innovation."*



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