

Business Unusual

I grew up in a small town in Southern Virginia. In the second grade, a buddy and I would visit a little family-owned bakery near the elementary school. We would buy candy, cookies, and donuts to resell at a considerable markup to our classmates. One day, on a venture to the bakery to restock our inventory—during school hours—the principal spotted us and contacted our parents (my grandmother). They were notified of our questionable business practices, and I received corporal punishment for my behavior. That was when I first realized that business could be both rewarding and painful.

For the past three years, Randy Derricott has been responsible for developing and implementing standardized processes for the delivery of life-safety services in more than 150 SimplexGrinnell offices in North America. A division of Tyco International Ltd., the company's arsenal of life-safety products spans integrated security systems to healthcare communications and fire-safety equipment.

As director of service process management, Derricott directs 35 immediate reporting employees and oversees a budget of \$5 million for a company that contributes more than \$1 billion in after-market service revenue annually. A 26-year veteran of the company, he survived an acquisition that required a difficult relocation in order to seize opportunities for promotion. It was a tough decision, but it landed him a position as region manager for South Florida.

"Eight months into the assignment, my operational vice president demoted me," recalls Derricott. "With the support of a colleague and the book *Who Moved My Cheese?*, I decided to make the best of the situation." He excelled in his new responsibilities, proving that his demotion had been a poor decision. That year, he earned an invitation to the company's President's Club awards event, based on the district's strong financial performance. The following year, under new leadership, he reclaimed his position as region manager.



Randy Derricott

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“Randy has used his leadership qualities, business acumen and exemplary people skills to advance to positions of increasing importance and responsibility,” says Dean Seavers, SimplexGrinnell president, an alumnus Eagle Award winner and Derricott’s nominator. “Randy is a central player, as we push forward a strategic initiative to transform SimplexGrinnell from a product-driven company to a services-led organization.”

One case in point is the implementation of the company’s global positioning satellite (GPS) tracking system for service vehicles. According to Derricott, many employees perceived the new system as a “Big Brother” program rather than a method to achieve route optimization. He was involved in the campaign to share the positive benefits of the system, which is now accepted and successful.

Challenges are not new to Derricott. During his tenure with SimplexGrinnell, he has helped break through a number of barriers. “I was the first African-American service manager, service operations manager, region service manager, region manager, and director in the history of a company that is now more than 100 years old,” Derricott explains. “I take my responsibility to help others achieve success with the company very seriously.” Several of his direct reports have been promoted to sales, service manager, and business-development positions.

Derricott, who was raised by his grandparents, shares that growing up with the support of close family and friends, church, and the community helped to shape his management style. “My philosophy centers on engaging in constant communications with my direct reports, operating with an open-door policy, giving appropriate recognition to those who initiate ideas, and taking pride in seeing members of my team grow and succeed,” he says.

Coupled with his high professional standards, Derricott feels certain that his life’s purpose is on track: to create a better life for his family, facilitate opportunity and professional development for his team, and make SimplexGrinnell the best company in the industry.

CareerFOCUS Magazine[™] and the National Eagle Leadership Institute[®] salute 2007 Eagle Award winner Randy Derricott.

Nominating Company

SimplexGrinnell

Current Position

Director, Service Process Management

Professional Milestones

- Branch Service Manager of the Year
- Region Service Manager of the Year
- President’s Club Award

Community Leadership

- Advocate, Women in Distress
- Advocate, SOS Children’s Villages-Florida
- Jerusalem Baptist Church

Leadership Principle

The true measure of a great leader is the development and achievements of those whom he or she manages.

Education/Training

Associate Degree in Electrical Engineering
Ohio Institute of Technology

Birthplace

Richmond, VA

Current Home

Coconut Creek, FL

The Leadership Promise at Tyco/SimplexGrinnell

Leaders at SimplexGrinnell are developed through a company-wide talent-management process that recognizes leaders and develops their talents in the organization. Each year, all employees go through a performance-assessment process in which their performance and development accomplishments are assessed against their individual goals. These goals are set annually to drive success in a tactically focused operational environment. Outstanding contributions are recognized and rewarded, leading to the identification of high-potential individuals who are targeted as future leaders, thus building the bench strength of the organization. This leadership-review process identifies high-performing individuals, develops succession plans, and reviews the diversity mix of our talent to reflect the customers and communities we serve.

Additionally, high-performing individuals and mission-critical management positions go through a Leadership Development program that follows proven processes for unlocking leadership potential. In this way, SimplexGrinnell encourages a leadership culture preparing high-performing professionals for leadership opportunities.