



WINLPG

Women in LPG



Ms Tamria A. Zertuche
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“WINLPG is a window into an important industry with a strong social purpose. Their cause is to highlight, on the international stage, the women who are transforming the mindsets of political, financial, and commercial persons across the world to the benefits of propane.”

Ms Tamria Zertuche

Meet the Role Models

WINLPG Role Models introduce successful individuals in the LPG industry and gives an insight into their career path, their challenges and their advice to fellow WINLPG members.

My professional journey began at a young age, at fourteen I joined the workforce as a library admin shelving books, running magazine requests and assisting in the summer reading programs. College lured me away from what I thought was my forever job in library sciences, truthfully it was college and technology. My first computer science course won my heart and mind, and I knew then that I would forever look for ways to bring technology and people together. My undergraduate experience at the University of Wisconsin-Whitewater was the perfect gateway for a small-town, STEM focused, woman to enter the workforce. The Management Computer Systems degree I earned was technology and business knowledge rich, a great asset that still influences me today.

When I joined Ferrellgas in 2001 it was to lead technology however I served in various roles and then became Vice President of IT. This promotion followed my completion of an MBA at Colorado State University. This degree opened the door to operations management and allowed me to further my goal of bringing people and technology together. The next step on my journey was the position of Senior Vice President, Business Operations for Ferrellgas.

Today, I am pursuing a PhD in Organizational Learning, Performance and Change and expect to complete within the next year. This highly rigorous PhD programme has provided the perfect foundation for my current role as Chief Operating Officer for Ferrellgas. While I am being highlighted by Women in LPG today, it is the people of Ferrellgas that have believed in our goal and helped to transform our company into a technology-enabled, customer service focused, logistics company that deserve the credit for being amazing role models for each other and the industry they work.

“The women of LPG have played an important role in shaping the LPG industry - coaching and developing people, innovating its technology and processes, and continuing to strengthen its place in energy choice. Women will continue to transform and strengthen the world’s view of this clean and needed energy source.”

Ms Tamria Zertruche

SIX KEY QUESTIONS

What is your goal today, this can be personal or professional?

My goal today is the same goal that I have held throughout my life. I hope the wonderful team members that I have had the opportunity to lead and coach, will look back on their time with me and feel that I have positively impacted their professional and maybe even their personal journeys. If I have helped some to reach their goals, then I too have reached my goals.

Describe your pathway (your career path)

My pathway may be defined very simply: we must have goals and we must have a willingness to work hard and fail. We must strive to do our very best at the small things and to never take any work or people we meet along the way for granted. We must learn from every step of our journey. I truly believe the ability to consistently work hard, build relationships, and take risks helps create a successful career path. It has guided me well through my current career path and it will for anyone willing to work hard and take risks.

What any specific challenges do believe face women in our industry?

The only challenges that any leader in this industry face are those which result from attempting to work individually, alone. Collaboration between leaders within any industry drives a clearer path to success.

Did you have a mentor and how did they help mold your business style?

I have had two mentors in my career. The first is a smart, technology savvy leader who also happened to be my first manager. Floyd Smith may have received praise for being innovative, but it was his work and mentorship with college graduates entering the workforce that truly defined him. His greatest advice to me was on the important skill of decision making. He introduced me to a decision-making model that I still use today. It has been instrumental in creating my collaborative management style. He also taught me that to make no decision is worse than to make the wrong decision. At least the mistake helps you to learn. The second mentor I have had and still enjoy today is Jim Ferrell. Current, CEO and Chairman of the Board for Ferrellgas. I have been lucky to work with Jim Ferrell, who has made development of people a priority throughout his entire career, my opportunities are due to his continued efforts in support of not only me but all women in leadership at Ferrellgas and beyond. Jim's lessons are many, but two important areas of focus are: to be a lifelong learner and take positive risk. To learn and be a risk taker means to make mistakes and grow. To be afforded the time and environment to do both things makes Jim a great mentor.

What does leadership mean to you?

Leadership is the combination of accountability, vision, motivation, and humility that ignites in others a shared feeling and creates a partnership toward a common belief or goal. The most important component to leadership? The amazing people that choose to follow. It should also be noted that the greatest leaders also know when to be steadfast followers.

What three pieces of advice would you give to someone embarking on their career with LPG?

Respect the safety elements of our industry and utilise the wealth of knowledge that exists in its people and associations.

Embrace the social purpose of our clean fuel and the role it plays in informed energy choice decisions.

Celebrate that you have chosen to join an amazing group of essential workers that have collaborated at the world level for over a century.



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Women in LPG Global Network

www.wlpga.org