

Messenger

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Raising the Performance Bar

Sometimes in life we get stuck in ruts. We keep doing things as they have always been done with no desire to change or improve. We go through life with the philosophy "If it ain't broke, don't fix it."



This mindset commits you to a life of continual fire fighting, reacting to the repeated unscheduled breakdowns or problems which only occur at critical times. Not wanting to improve, whether personally or professionally, can leave you bored or feeling like there should be something more.

Instead of only fixing something when it breaks, you should strive to become proactive. Take preventive measures to prevent breaks or mishaps. Put into place analysis and tracking measures to ensure that the highest level of quality is being achieved.

I'm sure you've heard some of the following phrases:

It's been done this way for years.

That's John's job, not mine.

It's been tried before.

Our business is different.

We'll come back to it later.

(Quality Circles In Service Industries by Sud and Nima Ingle)

Each of these thoughts can kill the quality involvement within your organization. Not being willing to try new ideas or take a few risks won't allow your business to grow.

In order to implement an attitude for continuous quality improvement, follow these seven rules given by George Robson in Continuous Process Improvement.

Be open

Don't be afraid to share an idea. Create the atmosphere that no idea will be immediately rejected. Be open to new ideas that others may bring to the table. Even the ones that seem far-out-there at first, may be tweaked to become the best idea.

Be supportive and non-critical

Try not to criticize an idea that is different than what has been done in the past. Let your employees run with the potential ideas and see how it goes. Support new, creative suggestions.

Be positive

Encourage your employees to think outside the box. Give them the freedom to try something new. If

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***There are really only three types of people:
those who make things happen, those who
watch things happen, and those who say,
"What happened?"
Author Unknown***

The Mathis Group's Messenger

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their idea doesn't work out, **never** rub it in their face or say "I told you so".

Be willing to share your thoughts and feelings

Keeping an un-hostile environment will allow people to feel open and comfortable sharing their thoughts. If they feel that any suggestion they give will be shot down immediately or that they won't be taken seriously, you can guarantee that you won't get many new ideas during meetings.



No finger pointing

If someone's idea doesn't work out the way it was anticipated don't point fingers as to where it went wrong. Chalk it up to experience and move on.

KISS

When coming up with the initial new idea, Keep It Short and Sweet. The first idea doesn't have to be the elaborate finished product.

We must not be afraid of dreaming the seemingly impossible if we want the seemingly impossible to become a reality.

Vaclav Havel

Czech Republic president and playwright

Have fun

Enjoy creating new ideas. Schedule some laid-back brainstorming meetings to get the creative ball rolling.

Having the desire to better ourselves and our company is noble endeavor. We must be willing to occasionally get out of our comfort zone and share ideas that may be considered unusual or risky. Raising the standard of where we are now is the goal to attain. Never settle for doing things the same way as they have always be done. This will only make us complacent and won't move us forward toward success.



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