

If you know a company — customer, supplier, friend, or your own — that could benefit from improved operations, let us know.

Your best interest is our best interest.

The Finish Strong® monthly e-newsletter is for business leaders who recognize Operations as a strategic function that creates competitive advantage, profitability and brand loyalty in the marketplace.

TOYOTA RECALL: THE END OF LEAN

Hardly. Even the best companies can lose focus. Toyota continues to pay the price for unofficially, but practically, putting growth in front of safety, quality, delivery and cost. They would have become #1 in the world in both revenue and units had they continued their prior focus, but the allure of the rabbit became too strong for the tortoise to ignore.

If you focus on making your organization better every single day, you'll surpass any company that skips a day of improvement once in a while. That doesn't mean you won't make a mistake. That's part of the learning process.

I'm guessing it will be a long time before Toyota lets the glamour of growth surpass its fundamental values of safety, quality, delivery, and cost. True learning will be demonstrated by them rejecting the seduction of future siren songs.

Do your employees know what your fundamental values are, the unwavering priorities in decision-making, and the real meaning of success for your organization? Or is that sound they hear when you speak a siren song of several verses seemingly coming from many directions? You lead; they follow. Make both the destination and the path clear.

ROOSTING CHICKENS

Signs of economic recovery are beginning to appear. Unemployment can be expected to rise in the near term as discouraged workers (not included in the basic unemployment statistics) return to the workforce. Many highly skilled people are looking for jobs, and more will resume their search. As companies begin to hire, qualified candidates abound.

If you've treated your employees with respect and support during this downturn, they have little motivation to jump ship at the first opportunity. If not, the chickens may soon come home to roost.

FINISH STRONG®

The Starting Pistol
Niccolo Machiavelli

"The first method for estimating the intelligence of a ruler is to look at the men he has around him."

The Tape
Rebecca Morgan:

".....which makes blaming your employees a risky strategy."

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