

Power Up Talent

An executive from a company that makes electronic components complained to me that her workforce lacked the talent to move quality beyond the organization's current level.

The Quality Habit

Did you know that people have been trying to define "quality" for more than a thousand years? I found one of the earliest attempts by the Greek philosopher Aristotle from his text the "Nicomachean Ethics."

Resistance to Compromise

In the food profession, Chantal Coady is a superstar. How did she get there? Chantel was never satisfied with anything until it was perfect—good enough was never enough. She was always passionate about chocolate, even as a child. When she was old enough to work, Chantel took a part-time job in the chocolate department at Harrod's, the famous department store in London.

Where has your talent gone?

The Challenger space shuttle disintegrated in mid-air, killing all seven astronauts. It was later found that a \$900 O-ring was to blame. Years later, the Space Shuttle Columbia was torn apart during re-entry. This time, it was “unexpected consequences” of large chunks of ice that hit delicate wing parts during launch.

Valuable Trash

Not all waste is created equal. Some of it is extremely valuable; especially when it teaches us something about the way we run our business. The owner of an insurance brokerage in Los Angeles, CA – we will call him “Cooper” – relayed this story to us recently.

Whose political crisis is this, anyhow?

I am deeply troubled by the increased pace of self-inflicted crises in our government and economy. We have been witness to one event after another during the last several years, each with seemingly greater levels of consequence and damage. Not surprisingly, this is all happening under the watchful eyes of two of the least productive congressional sessions in history.