

# Watch Your Flow, Keep Control

When I watch organizations, I am reminded of a swiftly flowing river. Starting with raw materials at the river's source and ending with finished products or services flowing from its mouth, overlaying processes flow into and onto one another. When everything is running smoothly, it is a wonderful thing to behold.

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## Combating Fires

No matter where they occur, a fire can be a devastating event. When they happen around where we live, we rush to the location with manpower and equipment to extinguish the flames.

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## Fire, Flow, Future

From the very beginning of my work, I kept a journal of challenges and crisis that were reported to me by my clients. I recorded problems, noted characteristics, and key patterns in each of them. My goal was to record how the different situations were related and how problems were eventually resolved.

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# Impact of Quality of Learning

Is it culture, the weather, geography? Perhaps ignorance of what the right policies are? Simply, no. None of these factors is either definitive or destiny. Otherwise, how to explain why Botswana has become one of the fastest growing countries in the world, while other African nations, such as Zimbabwe, the Congo, and Sierra Leone, are mired in poverty and violence?

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## Make Quality a Lifestyle Choice

A few years ago, a colleague of mine was driving his car and hit a big pothole in the road. He stopped the car to make sure everything was okay. The car was fine, but at some point, he must have dropped his wallet, because when he got home he couldn't find it. Sure, he had some money and credit cards in there, but he said that he also had some pictures of his family, and was devastated to think that he'd never get them back.

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## Enrich the Process

I was at a gas station and saw a sign that claimed that the fuel was "enriched" with a chemical additive that would make my car run cleaner and more efficiently. My wife bought food that was also enriched, fortified with vitamins and minerals

that added nutritional value.