



Turn Up the Volume in Productivity and Performance

The Business of Business:

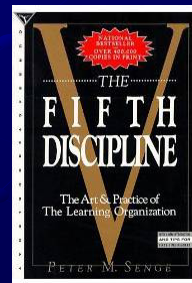
Opportunities for Excellence

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Systems Thinking

The fundamental “information problem” faced by managers is not *too little information*, but *too much information*.

- “What we most need are ways to know what is important and what is not important, what variables to focus on and which to pay less attention to – and we need ways to do this which can help groups or teams develop shared understanding.”
– Peter M. Senge, The Fifth Discipline



Careful selection of target projects, target customers, and offered services will be required to maximize return on our limited resources.

- How do we maximize ROI & ROE?
- Keep in mind that you don't have to be right about everything....you just have to be very right about a few things so that your return on those initiatives will compensate for wrong moves.



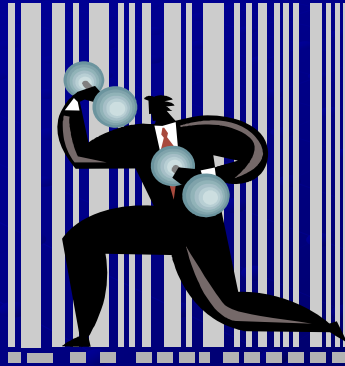
Strategic Assessment

- Taking a hard look at people, processes & technology:
 - Hire people who can handle a bigger job than what theirs will be initially so they can grow with the company.
 - Bottom line: create a deep bench!

Failure to hit the bulls eye is never the fault of the target!

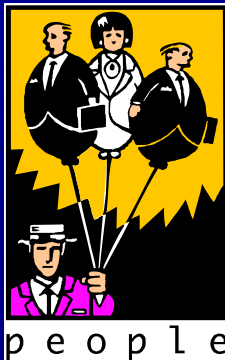


List Areas in Which You Could Raise the Bar



People with goals
succeed *because*
they know where
they are going!

People: The Most Critical Difference

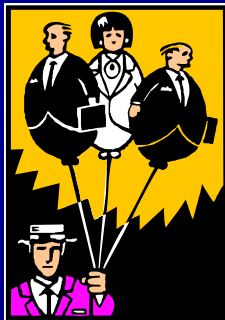


- The most powerful & distinguishable asset of every institution is its people.
- No amount of capital will be enough to offset the absence of motivated people.

- When recruiting, never look for the **best** people, look for the **right** people.
- Spend more time looking for people and less time trying to change them.



People: Tools for Measuring Success



- Shopping Report
- Financial Statement
- Professional Development Plan