



# ***ACTION FOR EXCELLENCE***

Excellence is striving for the correct solution by concentrating on the right thing and doing it better than anyone else.

Excellence is having the right product made perfectly and precisely timed to meet a need without inventory.

Instant gratification is "on-demand." As a result, the production cycle is zero, the inventory is zero, and the conversion cost is zero—perfect internal productivity.

Within this definition, excellence is and will always remain a goal.

One achieves excellence by committing to move beyond where something is, involving continuous improvement and knowing when to transform to a new process or method.

The difference between good and excellent are measurable in small degrees. However, every increment of performance improvement requires

corresponding attention to detail and energy expenditure.

A tradeoff may require a higher initial investment to lower overall operating costs.

Conceptually, excellence has no limit, but there are real-world limitations.

1. People's attitudes and energies with desire, pride, courage, concern for individual rights, dignity, sense of urgency, hate for waste, dedication to knowledge, truth, quality, teamwork, and communications. It is putting these values and attitudes into practice.
2. Resource availability, quality and deployment, priority, and how acquired.

3. Improvement often requires a higher cost of time and energy to push beyond the current situation.
4. The actual point of diminishing return is elusive, and the full potential of any process or activity is a moving target. The secret is knowing when to transform into something new.

## **The Excellent Corporation**

### **Values-driven**

1. Purpose
2. Mission
3. Safety of employees
4. Customers
5. Deployment of force multipliers

6. Making a profit
7. The premise of change
8. Find ways to spin the cycle faster.
9. The development and constant upgrading of all resources
10. The practice and premise that people are the essential resource and will get equal treatment and opportunities.
11. Asset utilization

## **Actions**

1. It has a collective vision and mission, where it is going.
2. The business adheres to its mission without distraction by temporary political situations. Politics may

provide market segmentation advantages but have long-term negative consequences.

3. Know the strategic force multipliers and has a tactical plan for deployment.
4. Takes appropriate actions to achieve the mission.
5. Efforts are focused on effectiveness first and then being efficient.
6. Actions are focused on long-term business continuity and growth.
7. Teaches people employees to understand when to innovate, emulate, or transform.
8. Follow best practices with people and assets.

9. Support local causes, personally and financially.
10. Supports and becomes involved with local education.

Excellence, easily understood, is difficult to achieve. Good organizations work at becoming very good, the very good at becoming excellent.

The excellent corporation focuses on real problems and does not stop with symptoms.



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