

Do Good Anyway

During a difficult period of my business career I was working very hard, doing what I thought was right by my staff, management and shareholders. Yet, the more successful I was, the more people above me would criticise.

One day I received the nastiest of memos, copied to my co-directors. Its contents were not only unfair, but untrue. My reply, which I circulated to the same people, was brief, "I'm responsible for having performed 120% of your division's profits. The attached 'Do Good Anyway' sums up my feelings."

I have since given it to others who have felt let down, misled or misunderstood. I conclude this book by reproducing it. At the right moment you, too, might find it reassuring.

Do Good Anyway

- *People are illogical, unreasonable and self centred. Love them and trust them anyway.*
- *If you do good, people will accuse you of selfish or ulterior motives. But do good anyway.*
- *If you are successful, you win false friends and true enemies. Succeed anyway.*
- *The good you do today will be forgotten tomorrow. But do good anyway.*
- *Honesty and frankness make you vulnerable. Be honest and frank anyway.*
- *The biggest men with the biggest ideas can be shot down by the smallest men with the smallest minds. Think big anyway.*
- *People favour the underdogs, but follow only the top dogs. Fight for the underdog anyway.*
- *What you spend years building may be destroyed overnight. Build anyway.*
- *People really need help, but attack you if you help them. Help them anyway.*

Kevin Weldon, 1995, (Good Enough is Never Good Enough)

Where Lean Thoughts can become Reality

"Unless you try to do something beyond what you have already mastered, you will never grow."

Ronald. E. Osborn

Respect for People – watch the foxes

***Muda, Muri, & Mura...
the 3 “M’s” of Lean**

Most folks now know **Muda** – as another name for waste that’s best said with a look of extreme disgust. But “**Mura**” and “**Muri**” are much less well known. These three Japanese terms are often used together in the Toyota Production System and are frequently referred to as the **Three Ms** that *collectively describe wasteful practices to be eliminated*.

- **Muda:** Any activity that consumes resources without creating value for the customer as it adds cost to the process
- **Mura:** Waste caused by **unevenness** in an operation such as an uneven work pace in an operation causing operators to hurry and then wait.
- **Muri:** Waste caused by **overburdening equipment or operators** and generating stress or unnatural movement, motion, or behaviour.

How Lean Leaders Lead...

*“I’m a manager for a Toyota plant and no one taught me to stand in one spot and watch a machine. I do stand (squat, climb, etc...) and watch the whole process and gather as much information (audible, visual, and check against standards) while standing there. I do this because you want to solve a problem that is impacting your team members and also your customer. I, as a manager spend 85% of my day on the shop floor working with my Production, Maintenance, and Engineering members reducing ***muri, mura, and muda**. The rest of the time I am focusing on a vision for my department to improve Safety, Quality and reducing Lead time. I devote my first hour and my last hour of the day greeting all of my members and working on improving Standardized Work. While standing asking each member how they are doing and if they have any ideas in improving their process I improve my eye to look for opportunities to do kaizen.*

As a manager this is my responsibility to my company and my members.

Here are some great ways of dealing with the burdens of life:

- * *Accept that some days you're the pigeon, and some days you're the statue.*
- * *Always keep your words soft and sweet, just in case you have to eat them.*
- * *Always read stuff that will make you look good if you die in the middle of it.*
- * *Drive carefully. It's not only cars that can be recalled by their maker.*
- * *If you can't be kind, at least have the decency to be vague.*
- * *If you lend someone \$20 and never see that person again, it was probably worth it*
- * *It may be that your sole purpose in life is simply to serve as a warning to others.*
- * *Never buy a car you can't push.*
- * *Never put both feet in your mouth at the same time, because ! then you won't have a leg to stand on.*
- * *Nobody cares if you can't dance well. Just get up and dance.*
- * *Since it's the early worm that gets eaten by the bird, sleep late.*
- * *The second mouse gets the cheese.*

Have an awesome Christmas and know that someone has thought about you

Lean Thoughts