

THINK ABOUT THIS...

Is 99.9% Good Enough?

WHAT'S YOUR QUALITY STANDARD? REALITY SAYS THAT QUALITY STANDARDS OF 100% ARE NEVER GOING TO BE ATTAINED AFTER ALL, NOBODY'S PERFECT. THE ALTERNATIVE TO SETTING STANDARDS AT THEIR HIGHEST POSSIBLE LEVEL BECOMES CLEARER WHEN YOU LOOK AT THE CONSEQUENCES OF "ALMOST BUT NOT QUITE." IF 99.9% IS GOOD ENOUGH, THEN...

- ➔ TWO MILLION DOCUMENTS WILL BE LOST BY THE IRS THIS YEAR.
- ➔ 22,000 CHECKS WILL BE DEDUCTED FROM THE WRONG BANK ACCOUNTS IN THE NEXT 60 MINUTES.
- ➔ 12 BABIES WILL BE GIVEN TO THE WRONG PARENTS EACH DAY.
- ➔ 268,500 DEFECTIVE TIRES WILL BE SHIPPED THIS YEAR.
- ➔ 103,260 INCOME TAX RETURNS WILL BE PROCESSED INCORRECTLY THIS YEAR.
- ➔ 2,488,200 BOOKS WILL BE SHIPPED IN THE NEXT 12 MONTHS WITH THE WRONG COVER.
- ➔ 5,517,200 CASES OF SOFT DRINKS PRODUCED IN THE NEXT 12 MONTHS WILL BE FLATTER THAN A BAD TIRE.

"CLOSE ENOUGH AIN'T GOOD ENOUGH."