



Seattle Pacific University
LIBRARY
Discover, Create, Share

Seattle Pacific University
Digital Commons @ SPU

C. William Pollard Papers

Work and Faith

6-13-1992

Notes for Chairman's Seminar

C. William Pollard

Follow this and additional works at: http://digitalcommons.spu.edu/pollard_papers

 Part of the [Business Administration, Management, and Operations Commons](#)

Recommended Citation

Pollard, C. William, "Notes for Chairman's Seminar" (1992). *C. William Pollard Papers*. 152.
http://digitalcommons.spu.edu/pollard_papers/152

This Note is brought to you for free and open access by the Work and Faith at Digital Commons @ SPU. It has been accepted for inclusion in C. William Pollard Papers by an authorized administrator of Digital Commons @ SPU.

CHAIRMAN'S SEMINAR

1. People work for a cause, not just a living.
2. People need to succeed and accomplish a beneficial result to serve with excellence.
3. People who serve and accomplish the task know more about how to improve the task and satisfy the customer than any supervisor or manager.
4. Satisfying the customer's needs or solving the customer's problem, whether it be realized or anticipated, is the task.
5. Improving the task is our productivity quest, and we learn as we initiate change and teach others.
6. Productivity brings dignity and income.
7. People, not machines, can continue to improve and be more productive because they are creative and not static and have the potential to resolve the unexpected.

C. W. Pollard

7/13/92