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Notes for Chairman's Seminar

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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

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