

EXAMPLES
by
Philip B. Crosby

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When you start racking your brain for examples of how a company can be well run - do you ever think of one where:

- Everyone has a job description;
- Everyone has a policy book;
- Everyone receives an orientation;
- Everyone is wound up in their job;
- Senior executives do not have secretaries;
- There are no filing cabinets;
- The quality improvement team functions on its own;
- Quality policies hang in every room;
- Financial statements are available on a daily basis;
- Being on time is regarded as a virtue and a must;
- Error tags cause corrective action regularly;
- The housekeeping is always excellent;
- The dress code was determined by the employees;
- A daily schedule for each class is committed;
- A newspaper is printed weekly;
- And so forth.

Learn more about how PCA is managed and use it as an example now and then. Very few of our students know of a company where the management and the employees don't make problems for each other. PCA is designed so that you can throw the ball to first base without looking to see if anyone is there - you know they are.

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6PBC/MEMO
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