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a recent article about
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Download Andrew's [new
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[Watch](#) Andrew being
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[Click here](#) for a free
copy of one of Andrew's
booklets

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[From Chaos to Order](#)

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Upcoming Events
Andrew will be speaking
on March 29 about How
to Build an Effective
Contract Management
System. [Click here](#) for
details.

[Click here](#) to see details
on the Conference Board
of Canada's Healthcare
Management Forum. I
have worked out a great
deal for my peers and
colleagues. **Use the
promo code PRM6 to
get a nice discount!**

Volume 36, March 2011

The monthly electronic newsletter presented by Andrew
Miller



My newsletter focuses on providing ways you can
dramatically accelerate results and improve the
performance of your organization.

Why Apple Keeps Getting More Customers

Yes, this is another example of why Apple is one of the greatest companies out there right now. Not only are they developing devices that direct consumer habits, but they have also almost perfected customer service. The fact that you can book a personal shopping appointment or schedule a time to have your devices serviced creates a concierge-type environment for every customer. Apple also empowers their employees to make decisions that are in the best interest of the customer.

Case in point - my wife's three-year-old iMac desktop computer experienced issues and would not start up. I made an appointment at the Apple Genius Bar to have someone take a look at it. Sure enough, the hard drive was blown and had to be replaced, which would have cost me about \$300. The technician checked to see if I had an extended warranty on the drive, which I did, but it had expired two weeks earlier. "No problem" he said. "If it had expired two or three months ago, there would not be much I could do. But since it was only two weeks ago, you can get the drive replaced for free." Great news for me and great service from Apple. Two days later we had the computer back (with an upgraded hard drive no less) and 24 hours later it was like there had never been a problem.

This is the kind of thing that great companies do. The technician was able to make this decision without manager approval or layers of bureaucracy. He did it because it was good for the customer. I didn't have to play the "I have have spent thousands of dollars on your products, let me speak to your manager" card. It was refreshing and helped me to understand why everyone who works at the Apple store is happy and engaged - they legitimately enjoy helping customers and Apple gives them the flexibility to do so. This is a good lesson for other companies out there on how to treat customers.

Andrew's Nugget

Each month, Andrew provides a little nugget of advice to help speed up your business.

Success Breeds Success

We've all heard the term "when it rains, it pours" as it pertains to business. It's not a cliché. When you're having success, you project a confidence to everyone you meet and are willing to take more chances. A nice analogy is pressing your bets when playing blackjack. The only way to win real money is to increase your bet every time you win a hand. Use your momentum to increase your success. It's the same with business. The more success you have, the more chances you can take, which leads to more success. It's a nice cycle to be in.

What's New With Andrew?

Below are some interesting and useful sources of information:

- Andrew will be speaking on March 29 about How to Build an Effective Contract Management System. [Click here](#) for details.
- On April 4-5, the Conference Board of Canada is hosting a Healthcare Management Forum on Process Improvement and Operational Excellence. I have worked out a great deal for peers and colleagues who want to attend. [Click here](#) to register and use the promo code PRM6 for a nice discount.
- Andrew recently spoke to a group of healthcare executives about the importance of thinking like a competitive organization to help improve performance. He also talked to a group of supply chain executives about how to implement a green procurement strategy successfully. Andrew is a frequent speaker on a variety of subjects. Some of Andrew's recent topics include:
 - Successful communication in a global organization
 - Implementing sustainable change initiatives
 - Thinking like a competitive organization
 - Effective decision-making
 - Maximizing ROI from procurement operations
- [Check out](#) this recent speech on outsourcing that Andrew delivered. Contact [Andrew](#) if you need someone who can keep your audience engaged and provide value to them.
- Andrew has posted some interesting videos on helping your organization improve its performance. [Click here](#) to view them.
- [Watch Andrew](#) being interviewed on "Ask Mr Franchise" about improving performance and managing change for franchisers and franchisees.

Please note that we grow our business through referrals and would never be too busy to speak with a friend, family member, acquaintance or colleague if you think we could be of assistance.

Please contact Andrew Miller at 416-480-1336 or visit our website at www.acmconsulting.ca

Please feel free to forward this newsletter to anyone to whom it might be of value.