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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.

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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.

System Failure

What would you do if your technology crashed for three hours? Would your business grind to a halt, or do you have processes in place to continue operating? How you answer these questions may determine how successful you are in business.

Most businesses these days rely heavily on technology - for communications, for reporting, for receiving orders and shipping. It underpins the most important functions of an organization. So how do you handle it when that technology goes on the fritz?

For one business, Pizza Pizza, when their technology stopped working, their whole operation stopped with it. When I called them recently to order my favourite food (you guessed it, pizza!), they informed me that their system was down. I said "No problem, write down my order and make my pizza." They told me that they were not able to take my order and asked me to call back shortly and try again. The computer was down, so the business stopped running. They had to ask customers to call back, but they couldn't even say when their system would be back up. How many of those customers called them back later? I bet none.

Will your business stop running when the computer goes down? If so, give me a call - we have some business planning to talk about.

Strengthening Customer Loyalty

My wife and I were recently planning an overnight trip to celebrate our anniversary so we booked the Thompson Hotel Toronto for our stay. Unfortunately, we had to cancel the reservation at the last minute and the Thompson has a one-day cancellation policy (meaning they were still going to charge us for the room). They could have forced the policy on us and taken our money. Instead, they treated us like a customer they wanted back.

They could not refund the money, but they did give us the option to reschedule our stay for a later date and the money that we had paid would act as a credit. This was good for us because we really wanted to try out the hotel and good for the hotel because it helped them build brand loyalty. I am happy to tell my friends and colleagues (and newsletter readers) about my positive experience and I haven't even walked into the hotel yet. It was an easy way for the Thompson to strengthen customer loyalty and I am glad that their employees were empowered to make this offer to me.

Too many organizations put in a similar situation would fall back on the written policy and forget that there was an actual person (who is a customer and referral source for new customers) on the other end of the phone. What would you have done if you were the Thompson? Determining how you would handle this situation says a lot about you and your company.

Andrew's Nugget

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

What Is Your Mission Statement?

If I had to cite a mission statement for myself, both personally and professionally, this is what it would be: "My mission is to help facilitate the success and prosperity of others whenever possible." I believe that if I follow this mission statement in everything I do, success will come both personally and professionally and I will lead a happy life. What is your mission statement?

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.
- Andrew recently spoke to a group of health care 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.

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