



# ANDREW MILLER ON SPEED



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## IN THIS ISSUE

**Operational  
Excellence in 2013**

## IN THE NEWS

Look for the launch of  
Andrew's new website in  
December!

## UPCOMING EVENTS

Have a happy and  
healthy holiday season!

The monthly electronic newsletter presented by Andrew Miller.

My newsletter focuses on providing ways to generate dramatic ideas and quickly improve the speed, performance and profitability of your organization.

## What will the best companies do in 2013?

The end of the year is a time for reflecting on and celebrating the year that's been. It's also a time for looking forward to the future and thinking about how to improve. I find that having examples to emulate always makes this process much easier.

I'm often asked by my clients, "What will the best companies do in 2013?" Here are some of my thoughts, in no particular order:

- They will take advantage of a more interconnected world. Information is readily available and customers now do their own research and fact-finding. Success will hinge on a company's ability to thrive in this environment.
- They will collaborate more with their customers and business partners, gaining loyalty by building communities, both online and off, and providing unique experiences.
- They will focus on consistently providing value and a great experience to their customers.
- They will continue to attract the best people and focus more on retention of those people. The more commoditized products and services become, the more important good people become as a differentiating factor and even a competitive advantage.
- They will develop new and innovative ideas and solutions for their customers.
- They will implement strategies effectively by always aligning daily activities with their future vision, improving their communication practices and making sure employees are accountable.
- They will focus on managing speed - knowing when to speed things up and, more importantly, when to slow things down - in order to maximize profitability and performance.

Are you developing and implementing the same strategies as the best companies in the world?

