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powered teleconference
series

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The monthly electronic newsletter presented by Andrew Miller

My newsletter focuses on providing ways to accelerate
positive business results and to better control the speed of
your organization.



Will They Never Learn?

You would have thought that companies would learn from
the mistakes of their competitors. Only weeks after Toyota recalled 4 million
cars, GM was forced to recall 1.3 million cars for a power steering problem. The
recall was made "voluntarily" after more than 1,000 complaints were filed and a
six-month investigation. Six months! GM is now blaming the supplier, who
happens to be owned by Toyota. Don't they know that customers don't care
who caused the problem? They just want the problem fixed quickly and safely.
GM waited too long to communicate the issue and are now scrambling to
convince owners that the cars are safe to drive. Sound familiar?

Do Three Rights Make a Left?

UPS developed a policy for their drivers delivering packages in large urban
centres: no left turns. Making three right turns instead of one left reduces idling
and fuel consumption, and increases driver safety. Although individual vehicle
reductions may be small, when you extrapolate those reductions over 88,000
vehicles and 15 million deliveries, the savings add up. This is a great example
of a company using the concept of responsible speed. It is not always the
fastest solution that will help you win the race, but the smartest one.

Enterprise Velocity Not-for-Profits

One of the biggest challenges some not-for-profit organizations have is running
their organizations like a for-profit organization. Here are three ways not-for-
profits can use their enterprise velocity to accelerate business results:

- Identify objectives that are measurable and reasonable and ensure
someone is accountable for meeting those objectives
- Implement sustainable change initiatives by targeting people's self-
interest and answering 'what's in it for them?'
- Assess the cause of poor performance as either a lack of appropriate
skills or a negative attitude

Following these three strategies will help not-for-profits benefit from some best
practices used in for-profit corporations.

Andrew's Nugget

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

Aim for the top

Halfway through the recent Winter Olympics, the Canadian Olympic Committee
was criticized for setting expectations too high as to the number of medals
Canadians would win. In the final tally, Canada won 14 gold medals, more than
any other nation in the history of the Olympic Winter Games. If you don't aim
to be the best, you won't be.

What's New with Andrew?

Below are some upcoming events and articles:

- [Click here](#) to register for Andrew's 2010 high-powered teleconference
series
- [Read](#) Andrew's article on repairing a supplier relationship for *Inside
Supply Management*
- Andrew is now a regular contributor to [The Mark News](#)
- Andrew is a frequent speaker on a variety of subjects and loves to hear
himself talk, so contact [Andrew](#) if you need someone who can provide
value to your audience. Here are some recent topics:
 - Maximizing returns and reducing risk in procurement operations
 - Marketing for success
 - Spend management
 - Creating greater synergy within an organization
 - Green procurement
 - Raising the profile of supply chain to an executive level
 - Effective decision-making
 - How to make better buying decisions
 - Developing training strategies that stick

**If you are interested in any of our services or know someone that might
benefit from working with us, please contact Andrew Miller at 416-817-
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.