

“You get what you expect and you deserve what you tolerate.”

Mark Graban, Author of

Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction

How many of us on a daily basis tolerate less than perfect, or even less than acceptable standards that, if we chose to, we would be well within our rights to challenge? Whether we are talking about the service we get in stores, restaurants or banks/Govt or from the people we work with – our teams, managers, suppliers – all seem to have an infinite range of reasons and excuses as to why it is impossible to deliver what we expect, whether we are talking about hard product or attitude and behavior.

