

COMMON SENSE TALK



"An individual without information cannot take responsibility; an individual who is given information cannot help but take responsibility."

Jan Carlzon

"True insanity is continuing to do what we have always done while expecting a different outcome."

Sigmund Freud

"The customer you lose holds information you need to succeed."

Frederick F. Reichheld

"To get profit without risk, experience without danger, reward without work is as impossible as it is to live without being born."

A.P. Gouthey

"If we are to achieve results never before accomplished we must employ methods never before attempted."

Sir Francis Bacon

"A cardinal principle of total quality escapes too many managers: you cannot continuously improve interdependent systems and processes until you progressively perfect interdependent, interpersonal relationships."

Stephen R. Covey

"Job security is gone. The driving force of a career must come from the individual."

Homa Bahrami

"The human mind treats a new idea the same way the body treats a strange protein; it rejects it."

P.B. Medawar