

DON'S AND CHARLIE'S(TOP TEN) LESSONS FOR OPERATIONS AND LIFE

10. DON'T GET TRAPPED BY TUNNEL VISION AND CONFORMITY.
9. SYSTEMS SHOULD BE CONSISTENT WITH THE NEEDS OF THE GOALS OF THE BUSINESS.
8. UNDERSTAND WHERE PEOPLE ARE COMING FROM IN THEIR VIEWPOINTS.
7. ANALYSIS IS A CRITICAL INPUT TO DECISION-MAKING (BUT AS HAYES STATES, ALSO REMEMBER NOT TO BE TOO RATIONAL)
6. FOSTER A CULTURE OF INNOVATION, INTERACTION AND TEAMWORK AND BE CAREFUL ABOUT CLASS DISTINCTIONS.
5. THERE ARE NO MAGIC SOLUTIONS.
4. DON'T SUFFER FROM THE ALL THINGS TO ALL PEOPLE SYNDROME.
3. IMMERSE YOURSELF IN THE CULTURE OF YOUR HOST.
2. NEVER ATTRIBUTE TO CONSPIRACY THAT WHICH CAN BE EXPLAINED BY INCOMPETENCE.
1. DON'T EVER TAKE ANYTHING TOO SERIOUSLY.