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Improving: An overview of our company

By Josh Rizzo

In Rizzo's presentation, he talked about Trust and what it does in the company. He stated that without trust, it is hard for anything to get done in an efficient manner. Apparently, according to a conference his CEO went to, a large majority of companies don't trust in their IT department to deliver on their work. That's why Improving focuses so hard on trust to make sure that they can always rely on their employees. They do this so well that many clients will ask them to fix the work of other consulting companies that worked with them previously.

I like the focus on trust, especially because I consider trust to be one of the most vital pieces of good teamwork myself. When there is strong and unbroken trust, work speed increases dramatically because you don't have to go back and fix any issues from miscommunications or other issues that arise from a lack of trust. I do wonder, is trustworthiness the end all and be all test of a good company, or is there more to it than that? Can a trustworthy company still be a bad company? And how many companies out there are worth trusting to the fullest level?