

Carrow's Sound Bytes

- **Compromise is good except on personal integrity and ethics issues.**
- **Limit developments.**
Don't build what you can buy.
- **Good enough is the enemy of better.**
- **Manage to schedule and cost will take care of itself.**
- **Teams achieve more than individuals.**
- **Group solutions may take longer, but will be stronger in support.**
- **Continuous process improvement is essential to long term productivity improvement.**
- **Work force involvement will achieve continuous process improvement.**
- **Automating a faulty process just makes you do bad things faster.**
- **Cycle time reduction should be the goal of every process improvement.**
- **A great process with poorly trained people will not improve productivity.**
- **You are where you are – don't waste time finding out "who shot Joan".**
- **Customer satisfaction is the most important objective of any organization or person.**
- **Customers may not always be rational, but they are always right.**
- **Most customers will be friendly to you until your poor performance threatens their career.**
- **People selection is key. Select the best players. A strong team generally wins.**
- **Determine what you do good and not so good. Stay focused on what you do good, let someone help you with the rest.**
- **The hardest thing for people to do is to ask for the right help in a timely manner.**
- **Don't try to automate what you can't do manually.**
- **The bigger the bite the more difficult the swallow.**

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