

CORRECTING HABITS AND ATTITUDES

--West Lynn Works

--1/12/54

Lack of information

Human attitudes

Gasket \$4.15 vs. \$.15

Stop Factor...

Determines Design

Control parts, etc.

Get information from best sources.

Attitudes So Wrong

- 1. It's probably about right.
- 2. It's working--let it alone.
- 3. Can't do anything because of...

- Underwriters
- Patents
- Fussy Job
- Can't pay for tools
- Small Order
- Pet project or boss

Waste vs. quality.

"Not GE Quality"

Attitudes So Right

- Must and can do vastly better.
- Know that value can be vastly improved.
- Want change to work.
- Do it now--not in next order.
- Don't supervise anything that isn't exactly right.

Three Personal Major Attitudes

- 1. Never resent criticism
- 2. Always attribute
- 3. Don't let others' attitude effect...

Kettering concensus, studied opinion, anything new--is always wrong.

L. D. Miles/H

LOCOMOTIVE - WHISTLE

AIR HORN - PUSH BUTTON - MICROSWITCH

ROPE Behind Head

MICRO Switch - string

pull HARD ENOUGH

ROPE Spring

NOT ENOUGH TRAVEL

LINKAGE ARRANGEMENT