

## People Don't Fail as Much as Systems

I am a huge believer that employees don't fail as much as systems do and if leaders would work more proactively to help put great systems in place to help prevent employee failure, the world would be a much better place to live and work. That is simply another huge difference between a "manager" and a "leader." Managers don't normally like change so even though their systems or procedures may not be working well, they are prone to keeping them the same no matter how painful they may be.

If an organization experiences procedure or system failure, leaders should not care who failed because it doesn't make any difference. Instead they should ask, "What are we going to do to make sure this never happens to any of our employees again?" A leader's role is to look ahead and make sure employees have great systems and procedures in place to help make them successful. It's like putting safety nets under employees to help catch them and keep them safe. This is even more critical if you operate a chain store, franchise, or have multiple locations because the consistency of your service and the quality of your process is absolutely critical to a service culture. McDonald's, Subway, or Starbucks would not have grown to be the powerhouses they are today without excellent systems in place to perpetuate consistency and to prevent employees from failing.

Just think about how exposed franchises are to having their brand destroyed by even just one franchise operator if service is poor or the product at that location is defective. Bad publicity can impact all franchise owners worldwide as it did with Jack-in-the-Box years ago when they had some isolated problems with E-coli in the Seattle area, and the more recent E-coli issues with Taco Bell. Even though it was only a problem in a few locations, the ramifications were huge throughout both chains.