

MAKE MISTAKES W-R-I-T-E

RIGHT



Culture of
Fear and
Punishment



Culture of
Permission and
Improvement



WRONG
WAY



WRITE
WAY



DENIAL



BLAME



COVER-UP



QUICK FIX &
MOVE ON



ADMISSION



WHY IT
HAPPENED



IMPROVE
DOCUMENTS



CIRCULATE
& SIGN-OFF

LEADS TO



EXACERBATION

REPEAT OF MISTAKE



LOST OPPORTUNITY

INCREASED COSTS



LOST REVENUE

LEADS TO



UNDERSTANDING/
CREDIBILITY

FORGIVENESS



NO REPEATS OF MISTAKE

CUSTOMER LOYALTY



BETTER PRACTICES AND
PROCEDURES



NEVER WASTE A PERFECTLY GOOD MISTAKE