

## Plumb Peak Formula

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“Delivering The Equation For Sustainable Operational Excellence By Training And Objective Communication”

A letter on the necessity of policy granting employees means to effectively and meaningfully redress breaches of respect.

March 2009

***The positive attitudes that synergy requires can only thrive in behavior-regulated climates.***

Let us state this again: staff must trust that wrong conduct by co-workers will be met by command so that justice is served and trust in the organization is a reasonable investment. Plumb Peak performance requires a quantity of belief in the good nature of the outfit.

As the growth of an organization proceeds, directors must continuously review the effectiveness of the means of combating poor behavior that policy and practical circumstance provide to the general worker.

1. It may be the case that there is excellent policy that would do everything necessary to make supreme operational function possible, but employees are informed, directly and indirectly, that it should not be applied.
2. Sometimes the case is reversed and members are encouraged in every way to communicate and amend situations as needed, and there is scant policy to meaningfully engage.
3. There may be both clear, usable policy and an open door for conflict resolution, but then no justice is done as issues are reviewed.

In all cases in all organizations, the Plumb Peak Formula for Operational Excellence does require all three elements: clear policy that may be used to enforce respectful environment, welcome to apply it in fact and response that serves justice according to common sense and the spirit and letter of the adopted codes.

Without these, there will be leaks of synergy, motivation and trust that limit the performance of the group.

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