

Truth on Time: 20 Essential Principles for Operational Excellence

1. Focus on Serving the Customer
2. Silence Is Acceptance of the Plan
3. Full Disclosure of Relevant Information Is Required
4. If You Lie to MRP, MRP Will Lie to You
5. Without Supply Forecast Accuracy, Demand Forecast Accuracy Is Irrelevant
6. Data Accuracy Is Next to Godliness
7. Wisdom Comes Only from Suffering
8. It's Not a Fight; It's a Dance
9. Use Formal Systems
10. Develop the Team Through the Pursuit of Purpose
11. No Random Local Optima
12. Variability Is the Enemy
13. DWYASTD, WYASTDI, TWYASTDI, WYFLION
14. Discipline Creates Trust
15. Effectiveness First, Then Efficiency
16. Use Precise Terminology and Expect It from Others
17. Rely on Systems, Not Heroes
18. It Doesn't Count as 'Done' If Not Recorded in the ERP System
19. Apply Minimum Essential Specifications or Acceptance Criteria
20. Know the Rules of the Game You Are Playing

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