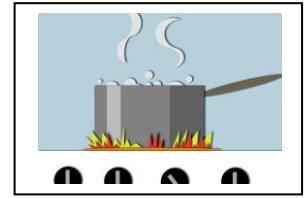
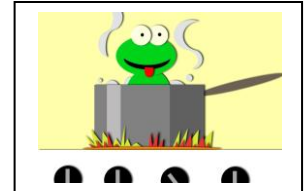


BOILED FROG #0028

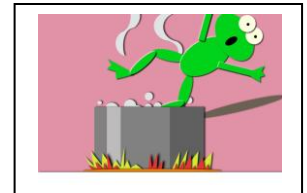
1) No one at our company has ever really tried this experiment, but we've been told this is true. Place a saucepan of water on a stove and heat it until it boils.



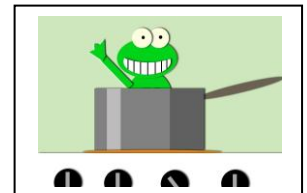
2) Take a regular everyday normal frog. Place the frog into the boiling water.



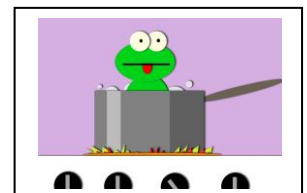
3) The frog will sense danger and will know enough to immediately jump out.



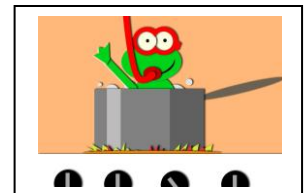
4) Take this same frog and place it in a saucepan of room temperature water. Remember, this frog has already proven to us that it had enough intelligence to sense danger.



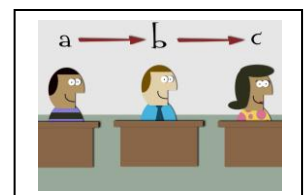
5) Place the saucepan on the stove and turn the heat on low. Eventually the water will approach the boiling point.



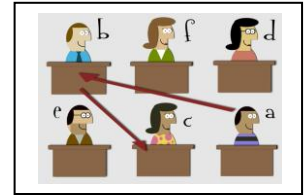
6) Notice what the frog is doing. It's not jumping out. Its body temperature keeps adjusting to the gradual increase in water temperature and the frog senses no danger. It continues to swim around even though the temperature of the water could cause serious harm or even death.



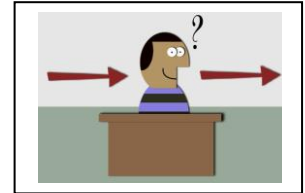
7) At times, human beings act like the frog in the "boiled frog" story. Here's an example. Ten years ago, a company established a process that would transfer work from table A to B then to C.



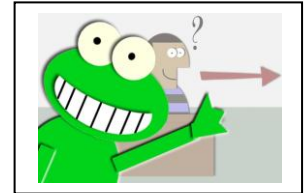
8) But as the company grew, the tables were moved. Management forgot to rewrite the work process, so everyone still followed the old procedure to transfer the work from table A to B then to C. However, that was no longer the shortest or most productive route.



9) At times, someone might ask why things are done in this way. The response was "We don't know, but it's the way we have always done it!" For most, that was an acceptable answer and everyone would continue to do the work.



10) This is an example of a "boiled frog" situation. And "boiled frog" situations are generally not good for our company.



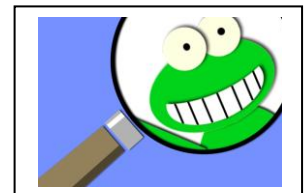
11) How can you recognize a "boiled frog?" If you ever hear the words, "We've always done it this way!" you need to look for the "frog." It's somewhere and you need to rescue it from the hot water. We need your input to make our company more efficient and effective.



12) As a new member to our company, you have a unique opportunity to help us find our "boiled frogs." Because you do not have experience in following our procedures, your questions about why or how we do things are valuable to us. It may improve our operations.



13) Two things may come from asking your questions. First, we just might locate a "boiled frog." When you ask us why we do something in a particular way and we answer with "I don't know, we always do it that way," we want you to enjoy the fact that you may have just found a "boiled frog" in our company.



14) Report all "boiling frogs" to your supervisor. We really want to correct the situation and want to thank you in advance for helping us find a better way.



15) The second thing that could happen when you ask a question is we are able to provide you with more information that will allow you to understand why we have to do something in a particular way. So it becomes a learning opportunity for you.



16) Nothing bad will result from your asking questions. A fresh new look at our procedures can only help make our company a better place to work. We really welcome your input. Thank you for helping.

