



ONE EIGHTY

A new perspective for your enterprise performance

March, 2012

Twice in One Day

Upcoming Events

- Let it Roll Beyond Budgeting Conference
April 18-20
Houston
- APQC 2012 KM Conference
April 23-27
Houston
- CAM-I Second Quarter Meeting
June 3-6
Alexandria VA

People in the News

- Congratulations to Tom Foley, winner of the 30th annual Palm Desert Golf Tournament. Thanks again to Dan Wojkowski, Tournament Chairman, for his work in putting the event together

Links

- [Picture of a Telephone Booth](#)

Run out of gas two times on the same day? Guilty! To my credit, it was not in the same vehicle.

Background to the “gas incident” is a baseball game where I hit a double and twisted an ankle rounding second base. Nothing serious, but about five minutes later it was really hurting and I signaled our coach to send in a substitute. No one really saw the injury but word soon spread that I had fallen off the bag at 2nd base.

The injury was serious enough to require a cast. On the afternoon the cast was to be removed, I was on my way to an early morning meeting when the car ran out of gas.

Fortunately, I wasn't far from my destination and a Good Samaritan saw me hobbling along the side of the road. He stopped and offered me a ride. Gratefully I accepted and arrived at my destination on time.

At lunch a colleague, who actually kept a can of gas in his trunk for situations like this, put a gallon in my car and I filled up at the first opportunity. Problem solved.

Next, it's off to the doctor's office to have the cast removed. 30 minutes later with instructions to take it easy on the ankle for the next couple of days, I'm on the way to exchange my car with a friend who had a truck I wanted to borrow.

Within 15 minutes of the exchange his truck runs out of gas.

Stranded again! No Good Samaritan in sight. I spotted a telephone booth on the side of the road about a half mile away. If I could get to that telephone booth I could call for help.

For those of you that were toddlers in the early 70's, a telephone booth was a place where you could make a telephone call. It cost 10 cents to place a three minute call and only required seven numbers. Any more than that and you were making a long distance call and had to go through an operator.

But back to the story, I'm no longer wearing a cast. It hurts to walk. With eyes clued to the telephone booth, my mind is making a list of all the things I'm going to say once I get my friend on the phone.

Don't you ever look at the needle on the gas gauge? Why didn't you warn me it was low? Why don't you carry a gallon of gas in the back of your truck for situations like this?

Fortunately, I stopped short of any kind of comment that might lead to a “call a taxi” response and within the hour his truck were filled with gas and the problem resolved.

I never discussed the topic or made it an issue. Nor did I mention my own gas crisis earlier in the day.

A gas gage is like a key performance indicator of your business. Check it frequently...
John A. Miller