

Mass Customization

Creating unique from ordinary



Viewing this MS Powerpoint presentation:

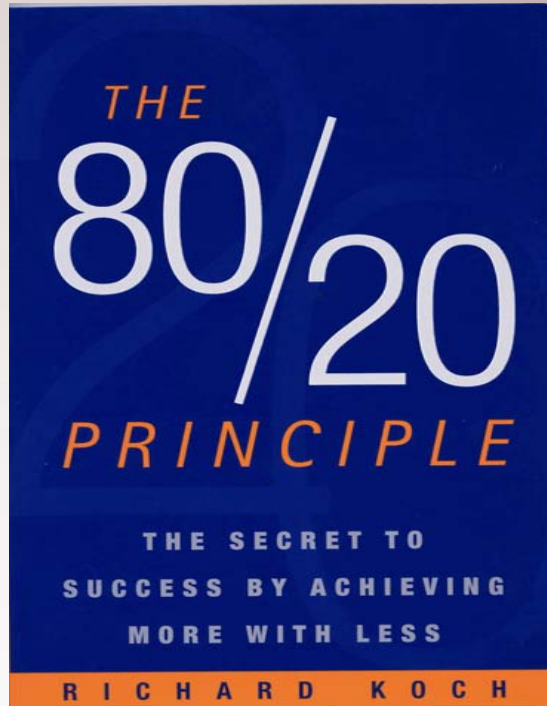
- It will run automatically or manually
- If you wish to view manually, simply press the 'page down' key to advance to the next slide
- For an 'automatic' show select 'slide show' then 'view show' from the tool bar, or click on the small screen icon, far right of the small tool bar, bottom left of this screen
- When in presentation mode you can override the 15 second slide progression by pressing page down key

Thank you. Please enjoy the show

80/20

The 80/20 Rule

Secret to Success. Achieve More with Less



**We will decide how to
apply the rules of 80/20**

**How we are going to do
more with less**

**The rule of 80/20 dictates where ever and when ever
possible focus NOT on urgent or desirable ...
But on ESSENTIAL**

80/20

Explanation

Examples of 80/20



80% of revenue and profit comes from 20% of customers

20% of customers are 'problems' but we devote 80% of time/energy trying to satisfy them

Do NOT take the 80% or 20% factors too literally.

Fact! Most of us spend too much time dealing with situations that do NOT bring maximum value to our business, or personal life. We're too busy doing things urgent or desirable.

Solution! Concentrate quality time on activities that bring maximum value to your business and/or private life.

80/20 proposes focus on essential activities

80/20

Four Negative Questions

As a %, how much time do you spend per day

Your answer below

- 1) **Helping, servicing or talking to people who buy little or nothing from you?**
- 2) **Trying to pacify people who do not have legitimate complaints, and buy little from you?**
- 3) **Talking to people who want information and service, but only buy from the lowest price vendor?**
- 4) **Shooting the breeze, engaged with associates or external friends on chit chat?**

Question #4 is a tough one. What will the boss think? Your answer is between us. Be as honest as you dare. Business Affairs absolutely promise the boss will not know who had the courage to answer this question candidly. (We might tell the boss who we consider to be honest team players)

80/20

Four Positive Questions

As a %, how much time do you spend per day

Your answer below

- 1) Helping people who buy lots of product from you?
- 2) Motivating people who rarely complain and buy lots of product from you?
- 3) Talking to prospects who want information, and would like to buy more from you?
- 4) Talking with associates or external friends with the sole objective of adding value to this business?

80/20

Work Sheet

Negative

List below 3 activities where you believe you focused 80% energy to get a 20% result.

1)

2)

3)

80/20

Work Sheet

Positive

List below 3 activities where you believe you focused 20% energy, but needed to get a 80% result.

1)

2)

3)

80/20

Work Sheet

Future

List below 3 activities where in the future you will focus 80% energy to get the maximum result; Following the 80/20 rule.

1)

2)

3)