

# Master of Ceremonies



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Navigating the Perfect Storm  
"What's Process Got To Do With It?"

# The Perfect Storm

- ✈ “We are moving into the eye of the perfect storm.” *Pierre Chao May, 2004*
- ✈ "A year ago, we predicted that the global aerospace industry would most likely be flying into turbulence this year. Little did we know that the turbulence would turn out to be a hurricane"  
*Philip Toy, AlixPartners*

# What's Process Got to Do with It?

- ✈ "If you can't describe what you are doing as a process, you don't know what you're doing." *Deming*
- ✈ "A bad system will DEFEAT a good person every time." *Deming*

# Change

**“Change is a challenge and an opportunity; not a threat.”**

*~Prince Phillip of England*

**“It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change.”** *~Charles Darwin*

**“The things we fear most in organizations, fluctuations, disturbances, imbalances, are the primary source for creativity.”** *~Margaret J. Wheatley*

**“To improve is to change. To be perfect is to change often.”**

*~Winston Churchill*