

# Katzscan Newsletter

Supply Chain Operations & Technologies ~ Vendor Compliance  
Good Governance ~ Fraud-Fighter ~ Turnaround Help



Within a few hours of my July 2010 newsletter going out a colleague sent me an e-mail noting several grammatical and spelling errors.

To all my newsletter readers you have my sincerest apologies for sending out something other than first-quality workmanship. I hold myself to what many could consider unreasonably high standards and this really bothers me.



I try to stay one or two months ahead of my newsletter writing as I don't often know how my schedule will come together. I wrote my July newsletter during a somewhat stressful time and it appears the events got the better of me. I suffered a pre-World Cup soccer injury on March 1<sup>st</sup> which resulted in my left knee ACL breaking pretty much in the middle. (Ah ha! Now I know what that "popping" sound was!) Through some friends I found my way to "the" surgeon in South Florida who specializes in this sports injury and I had ligament replacement surgery on April 22<sup>nd</sup>. From the time of the injury to the time of the surgery I was in progressively increasing pain and under a lot of pressure -- especially once the injury was diagnosed -- to take care of personal and business continuity. I never had surgery before and did not know how I would handle the anesthesia, how much pain I would be in, how long I would be incapacitated, what the physical therapy would be like, etc. Fortunately I felt better after the surgery than I did before and suffered no pain even the day of the surgery as all the numbness was dissipating. It took a few days for the anesthesia to work its way out of my system but all in all I made it through okay. I learned to hobble around on crutches though I hardly needed them. Even the one month I spent in the leg brace seems an almost forgotten memory by now. I've been progressing very well through physical therapy -- even to the point of enjoying the advanced workout routine -- and I am well on my way to recovery.

I had confidence in the newsletter content but should have been more careful about verifying the grammar and noting misspelled words. The lesson learned here, aside from no more soccer (I'll stick to my fencing), is: trust but verify.

While the errors in my July newsletter were innocuous not all quality defects are so innocent. Consider the consequences of tainted and unsafe consumer products in that injury and death have been reported due to quality failures in both the design and manufacturing processes. As I repeatedly state during my presentations on supply chain topics (fraud, good governance, and vendor compliance), just because a company outsources their (manufacturing) operations it does not equate to an outsourcing of responsibility. A contract between two collaborators does not absolve the buyer from the seller's quality failures. Trusted supply chain relationships truly work when both parties share information and validate the other's results. It is in these intricately intertwined collaborations where one partner can help the other partner maintain quality and continuity during stressful times.

True supply chain collaboration involves openness, trust, and sharing of sensitive to the point of confidential information. But once the trust hurdle has been conquered supply chain relationships -- likely like our own personal relationships -- can reach new levels of

achievement and accomplishment.

With only myself to rely on I think I turn out a pretty good quality product month after month, but as my own harshest critic I do expect perfection time and time again; I'll certainly remember the errors of my July 2010 newsletter for a long time to come. We have to be able to fix our mistakes and move onward & upward without apprehension but with some caution.

Organizations that want truly to attain greater efficiencies in their supply chain operations and create stronger relationships with their suppliers and customers must start with a dedication to quality throughout the enterprise. As Katzscan gets closer to its 15-year anniversary I know that the longevity is a direct result of my dedication to quality. I'll continue to keep my bar set high and strive for 100% perfection even it if means suffering some bumps and bruises along the way.

Just no more surgeries! ☺

Thanks.

*Norman*

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