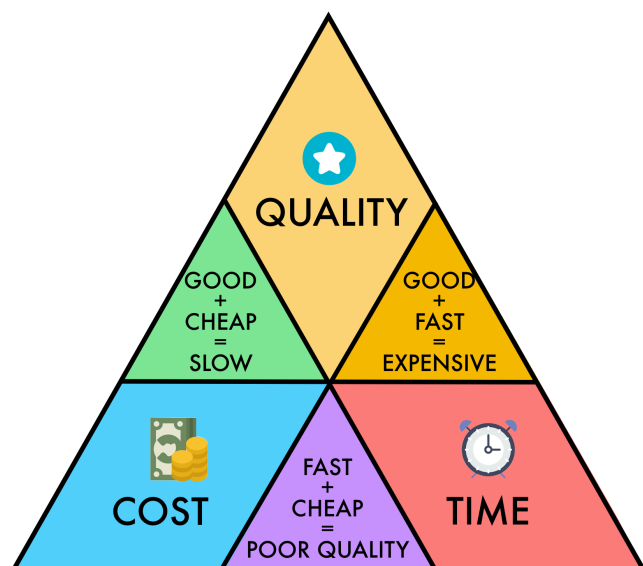


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TRIANGLE DILEMMA OF QUALITY, COST & TIME

By Dr Lynda Wee



“Can one secure a deal that is cheap, good and fast?”

The common response: **NO WAY!**

In this Triangle Dilemma, you can pick only two out of the three - Quality, Cost, Time:

- Cheap and good quality but slow response.
- Cheap and fast response but poor quality.
- Good quality and fast response but costly.

Do we have to settle?

Answer: In this digital age with connectivity and transparency, the dilemma has been dissolved. But how?

1. THE RIGHT PEOPLE

Jack Ma said, “Hire the right people, not necessarily the best people”. The right employees are the ones who believe in their company’s vision and adopt their company’s values. They think, care and act in their company’s best interests. They will do what is right for the company even when no one is looking. They form the essence of a company’s sustainable success.

The right people will ask themselves the right questions, and then proceed to get the tasks done. The outcome is high quality work delivered at competitive costing and speed.

2. THE RIGHT APPROACH

Employ the right approach when executing these tasks. What is the right approach? If we perceive performing every task as a learning opportunity, we learn on-the-job and become proficient through the right practice.

The right approach is never a destination but rather a journey of continuous improvement. Being on one’s toes to explore fresh ways of getting tasks done leads to more growth for the employees and company alike.

With more opportunities and scale to learn and perform, the chance of finding and perfecting the right approach is higher. In the end, we would deliver be able to deliver high quality work at competitive costing and speed. The right approach is a true differentiator.

3. THE RIGHT LEVEL OF COMMUNICATION

Abortive work arises when there is miscommunication or no communication. With clarity, alignment and accountability in team communication, we feel more confident in delivering results. Check for understanding before executing tasks to minimise abortive work. When we engage in the right level of communication and build trust, we produce high quality, fewer mistakes, thereby reducing costs and time needed.