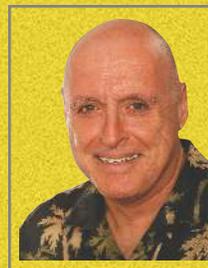


THE EXTRA POINT

BY JERRY ROBERTS



871 How Important is Accuracy Where You Work?

How important is accuracy in the course of transacting business? If it is important, then the second question is, how accurate is accurate enough? I'm Jerry Roberts, and we'll talk about accuracy, next, on The Extra Point.

You go to the gas station to fill up your vehicle. You were driving in on "fumes," what people say when the tank is at the bottom of the "E" for empty mark on the dashboard. You barely got there in time. You finish gassing up and notice the pump reads 12.3 gallons. You remember that the tank only holds 12 gallons.

In addition, there was obviously still something in the tank when you drove in. What's going on here? You ask the clerk at the register and they mumble something about there being lots of reasons.

So, you look it up online and find that fuel manufacturers estimate that tank capacity can vary as much as 3 percent from the vehicle manufacturer's stated tank capacity. This is because of the fuel design characteristics, the manufacturing process, and even the physics associated with the components that monitor emissions and the electronics of the fuel system and fuel indicators.

Wait a second. There's more. In addition, the tank's rated capacity does not include the "vapor head space." Don't ask.

So, why isn't there any signage explaining any of this, posted anywhere in the gas station? Are we simply to trust them? Is it possible the pumps aren't calibrated accurately? How often are they calibrated, and how accurate is the calibration equipment used by GovGuam's inspectors?

Would you think it's important to be accurate when it comes to measuring gasoline pumped into your vehicle, so you are charged correctly? Do you have confidence in the process? Is

confidence a result of trust? Is customer confidence what we're after? Should we do all we can to bolster that confidence every chance we get?

Let's talk about the grocery store. You weighed an item in the produce section, priced at \$5.00 per pound, and let's say it reads two-and-a-half pounds. When you get to the checkout line, the same item shows up on their scale at 2.65 pounds. The scale in the produce section would have you paying \$12.50, while the scale at the checkout line is charging \$13.25.

What's the explanation? Is trust at stake here? Is the business risking the loss of customer confidence?

Friday afternoon, I felt slightly warmer than usual. I stopped at a medical clinic and asked the attendant to take my temperature with their handheld device. She tested the forehead, and the reading was 98.9. Normal. I waited about a minute and asked her to do it again. The second reading was 97.8.

I immediately asked her to take a reading from my wrist. It was 97.1. Then, a few seconds later, the forehead again. It was 98.6. Four readings in about two minutes, with varied results. Yes, temperature can vary, but that much, that soon? I felt good that I didn't actually have a fever, but I wondered about that variance in the readings.

Next, I drove to a large department store to buy a thermometer. I used their electronic temperature checker at the door, as they require. It read 94. I told the young employee monitor there that I would be a human ice cube if that reading was correct. She just smiled. How confident was I with THAT reading?

That store doesn't carry old school thermometers, just the cheap digital variety.

(Con't.)

I tested with it every half-hour the rest of the night, two readings each time. The temperature displayed between 99.6 and 99.8. The next morning it was back in the 98-degree range. I don't know if that cheap digital thermometer was accurate, but it was consistent.

Accuracy counts. How about GPA's power meters and GWA's water meters? How about the PCR Covid-19 test? How about the person who mixes paint for the custom color you want?

How about the person reading your MRI or CT-scan? We could spend hours talking about all the jobs where accuracy matters.

Accuracy and consistency lead to confidence. Confidence leads to us staying with a service provider, or retailer. Lack of accuracy often leads to us sourcing a new option.

How confident are you of the accuracy you claim to be true? It wouldn't hurt to talk about that with your team. Everybody benefits the more accurate we all are.

That's The Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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