

Quality Haiku

By Craig Harrison

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Haiku are Japanese poems known for their evocative nature and brevity. Haiku are three-line poems where the first and third lines contain five syllables each, and the second line consists of seven syllables. Below are *quality* Haiku to inspire and humor you.

Quality matters
Never time to do it right
Yet time to redo.

99.9
It is good enough for most...
100%'s our goal!

"I'm only human"
A common complaint of staff
Passing the buck

To err is human
To be perfect is divine
Let's meet past half way!

QA and QC
More than an afterthought...
The mark of true pros.

Results are compiled.
The product works fairly well
Except when tested.

Typo here and typo there.
Someone didn't proof their text.
But readers always do.

Check all your spelling
And then check all your math
Errors cost money

Unbalanced budget.
They missed it by a digit.
Oops, they're in the hole.

Quick and dirty work
Often has to be redone
For the second time.

Erase and white-out
To clean up all my mistakes
Finally perfect!

You vow TQM.
The boss yells ASAP.
The result: FUBAR!

Trial and error
The standard review cycle
results in success.

Details, more details
We love the fine print of things.
It's said we're type-A.

Where errors abound:
Send in the quality team
To make the fixes.

I'm Craig Harrison
Speaker and Trainer.
Expressions of Excellence!

We're testing, testing
1-2-3, 4-5-6-8
unlucky seven!

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Software bugs exist
"Undocumented features"
Says Microsoft.

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Craig Harrison's Popular Service Presentations



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Stellar Service!

101 Top Drawer Tips for Bottom Line Success

In a competitive marketplace let your service differentiate you from the rest and build customers for life. Excerpted from Craig's book *STELLAR SERVICE!*, this program teaches techniques for in-person, telephone and Internet service, including dealing with difficult customers successfully.



Hello, And Thank You For Calling!

Delivering great customer service over the telephone means more than answering the phone on the first ring, or being polite and courteous to callers. **Great phone support** means managing yourself, your caller, the equipment and the process, so as to resolve problems, retain customers and strengthen relationships. Welcome to THE VOICE OF CUSTOMER SERVICE.



Turning Customer Service Inside Out!

While your focus is on serving external customers, how well are you serving the needs of your **internal customers**? It all starts within your organization. Learn how effective internal communication between departments, teamwork and recognition send a consistent message all affect your company's ability to serve all its customers!



Handling Difficult Questions & Questioners

Learn proven **strategies to respond to hostile questions**, hostile questioners and volatile situations you will inevitably encounter. Gain confidence in impromptu speaking situations, learn to pre-empt difficult questions and discover ways to finesse your question and questioner to win-wins.

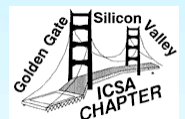
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