(Mr. Tenkey's Tips #248) www.mrtenkey.com

February 19, 2020



Dear Management:  Checklists... The good, the bad and the ugly.  
  
The GOOD  
-Checklists have been used successfully and effectively... for like, forever.    
-They are used to promote predictability and completeness of selected processes.  
-They can help communication throughout the task at hand.  
  
The BAD  
-Adherence is not always fully grasped by everyone.    
-They often are designed for newbies, and may penalize seasoned employees unfairly... who may go off-script to more direct or efficient ways.  
-They can create dependence, which can stifle professional judgment and objectivity in decision-making.  
  
The UGLY  
-They can become too long, cumbersome or impractical.  
-The can penalize efficiency, decrease participant satisfaction, create roadblocks, and contribute to checklist fatigue.  
-But the greatest danger can occur when they are completed by rote memory, creating a false veneer of completeness.  
  
Don't be ugly...  
  
Now you know.