(#194) Dear Management:

December 3, 2019



To repeat your request - - You would like me to make up a fresh batch of cookies... turn the oven to 600 degrees... cook them for 45 mins... and see what happens?  
  
Here, let me jump to the end.  Based on... my past experience, everything Toll House Cookies has on their website, and every Mom alive...  
  
They will be burnt to a crisp.  
  
You still want me to bake the cookies this way? OK...  
  
45 mins later... CRISP, CHARRED COOKIES.  
  
So my question is not why you had us walk through a task, that we explained the outcome to you already...  
  
"I get it, trust but verify."  
  
My question is, how many repetitions and how much time has to be wasted... before you trust the literature, industry best practices... your own team?  
  
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