

tools

people

processes

tools are easy to work on, but the results are not always proportional and as direct as anticipated

you can't change people by asking them to, you have to get them involved and show whats in it for them

processes usually go unnoticed unless you make a special effort to map them, and look for opportunities to improve, but yes, that needs effort

“ if you can't describe what you're doing as a process, then you don't know what you're doing ”

- W Edward Deming

processes can get people to change and use tools effectively

focus on processes for consistent delivery

consistency is scalable

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