

**A little something to think about...**

# **Why is 100% Correct Important?**

**If 99.9% is good enough, then . . .**

- 12 newborns will be given to the wrong parents daily.
- 18,322 pieces of mail will be mishandled this year.
- 2,000,000 documents will be lost by the IRS this year (probably more).
- 2.5 million books will be shipped with the wrong covers.
- Two planes landing at Chicago's O'Hare airport will be unsafe every day.
- 315 entries in Webster's Dictionary will be misspelled.
- 20,000 incorrect drug prescriptions will be written this year.
- 880,000 credit cards in circulation will turn out to have incorrect cardholder information on their magnetic strips.
- 103,260 income tax returns will be processed incorrectly during the year.
- 5.5 million cases of soft drinks produced will be flat.
- 291 pacemaker operations will be performed incorrectly.
- 3,056 copies of tomorrow's Wall Street Journal will be missing one of the three sections.

**In summary, if you don't have time to do it right,  
when will you have time to do it over?**

*Adapted from "The Big Book of Business Games"  
by John Newstrom and Edward Scannell.*