

Introduction

All successful leaders know that ideal officers are created by a sound training plan, discipline, a good example set by superiors, and sufficient rewards and compensation. The great general and emperor Napoleon said, "A good general, good officers, a judicious organization, able instructions, good and severe discipline – these make good troops, independently of the cause for which they fight." The philosopher Aristotle said, "Excellence is an art won by training and habitation."

By the same token, the most vital purpose of Operation Ideal Standards is to raise standards in training, compensation, and performance by implementing four practical and financially sound reforms that are instrumental in the survival and success in the market.

Benefits of the Reforms

- 1) Reduces employee turnover and associated training costs.
- 2) Decreases unnecessary overtime from no calls/no shows.
- 3) Helps retain and negotiate higher dollar contracts.
- 4) Increases sales appeal to new clients.
- 5) Creates and maintains higher levels of morale.
- 6) Brings recognition to the company as a leader in innovation and high standards.