Values Issue

- Break in integrity
- *Intentional* mistake or oversight
- Showing disrespect
- Intentional break in policy or procedure
- Blaming others
- Making excuses
- Not taking responsibility

Systems Issue

- Mistakes
- Errors or oversights
- Poor quality
- Poor attitude
- Poor performance
- Lack of motivation
- Not understanding responsibility
- Inadequate Training

*All of the empowered, motivated, teamed-up, self-directed, incentives, accountable, reengineered, and reinvented people you can muster cannot compensate for a dysfunctional system. When the system is functioning well, these things are all just foofaraw. When they system is not functioning well, these things are still only empty, meaningless twaddle.*

*The Leader's Handbook* by Peter C. Scholtes

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