

May 25, 2023

Executive Message

Hunt the Good Stuff...

Believe it or not, our own United States Military trains on “Hunting for the Good Stuff” extensively!

First, what does the phrase mean?

Hunting the Good Stuff is a skill that helps you to create positive emotion by noticing and analyzing what is good in your life. This is important because we tend to focus on what isn’t good – it’s called the “negativity bias.”



Second, how do we do it?

Start by writing down (or typing it into your phone) three things that went well in your day. It is important to write them down because it forces your brain to concentrate on the thoughts and ideas.

Next, take a moment to ponder and reflect on why it was good and how that impacts your life. It helps to share these thoughts with a trusted friend, parent or spouse.

It is also very impactful to praise others, in very specific ways, when you see the good in them.

Take, for example, my son mowing the lawn. I am grateful for his help. Rather than saying, “James thanks so much for mowing the lawn.” I would be better served, meaning it will give me more joy to say something like this, “James, I noticed that after you cut the lawn, you moved the dumpster full of grass clipping onto the street ready for the garbage man to pick up. That was amazing. I also noticed that you put the lawn mower away when you were done. I love it when you do that!”

Those very detailed expressions of gratitude create happiness to both the giver and receiver, and it reinforces more positive behavior for future tasks you may ask a person to do.

Negative thinking leads to sadness, frustration, stress, anger—and even despair.

Analyzing our personal thought pattern is hard to do—most of us are stuck in the rut of negativity bias.

See page 2

Hunting for the good is a mental act of pushing negative thoughts away and replacing them with positive thoughts. Think of it as a brain workout! The human brain, despite what many think, can only focus on one thought at a time. In other words, you cannot think positively and negatively simultaneously.

Naturally, we all have tough days, and we all endure stress, but there is always a silver lining waiting to be found. Hunt for it, work on it, find it...focus on it.

Writing those things down each day will help us find more joy in living (even when we are doing hard things.)

Finally, hunting for the good on a regular basis will shortly lead to super-charged resilience, giving us more capacity to do hard things with a happy heart. Who doesn't want that!?

There is so much negativity in the world—so many horrible stories and dire predictions. I, for one, have turned off the news and started focusing on what is going right. It has made a huge difference in my life.

Give it a try—a real try—and see how you start feeling. I promise more joy, more laughter and more success in your life.



Employee Spotlight

Kavan C

1. **What's something about you (a fun fact) that not many people know?** High school wrestler and finished 5th in state my senior year
2. **What is your favorite hobby?** Working Out
3. **What's the first concert you attended?** Jason Aldean
4. **What's the next place on your travel bucket list?** Alaska
5. **If you had to eat one meal every day for the rest of your life, what would it be?** Steak
6. **One thing you cannot live without?** My hat
7. **Where is your favorite place to be?** My house w my family
8. **Favorite Travel Destination?** Hawaii for sure—amazing weather and beaches
9. **Any favorite line from a movie?** "I'm all jacked up on Mountain Dew!"
10. **What music is on your phone?** Country all the way baby
11. **What chore do you absolutely hate doing?** Dishes and Laundry
12. **Person you would love to meet?** Donald Trump
13. **Favorite Hobby?** Camping
14. **Want to learn some day?** Fly a jet
15. **Weirdest Job?** Picking tomatoes



Quality Message

The Farr's Ice Cream Experience

Process, Process, Process, was all I could think about when I went to order ice cream at Farr's the other day.

For those of you who haven't been there for a while. The Farr's in Ogden has expanded its store frontage square footage. It used to be a small ice cream shop with a little ice cream bar, minimal tables and some bar stools.

Now, in the back room where they used to manufacture the ice cream, they have two additional ice cream bars with far more options available. They have brownie Sundays, banana-splits, floats, shakes and in a variety of flavors and a shop where you can buy all kinds of stuff including discounted scratch and dent ice cream in gallon and 10 gallon sizes (YUM!).



My family was in the neighborhood a little while back, so we decided to stop by to get some ice cream. I saw a long line in the old area where the entrance was and decided to go see how the line was in the newer area, after navigating through the crowd to get to the back room I found to my delight that there was nobody in line at the second sales counter, so we decided to order from there. We all wanted something different. There were six of us so here was the breakdown:

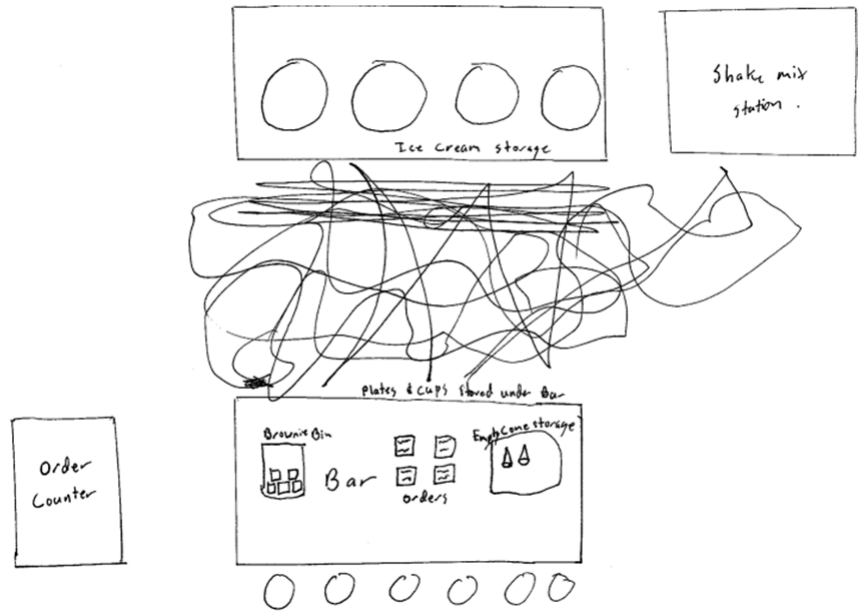
- My middle son and I wanted a hot fudge brownie Sunday with moose tracks ice cream (including almonds and whipped topping).
- My daughter wanted a hot fudge brownie Sunday with Cherry Chocolate ice cream.
- My oldest son wanted a Root Beer Float
- My youngest son wanted a scoop of bubble gum ice cream in a cup.
- My Wife wanted a Carmel Apple (she was able to grab that right off the shelf).

The point of this story is to showcase the variety in our order. Order variety, as we know, can complicate a process.

You know how kids are they can't make up their mind, so the order process was a little hectic. The guy behind the counter was writing down our order on a small piece of paper. He got about halfway through and had to start over again so it would make sense to the order fulfiller. All in all, even though we made up our minds of what we wanted in about one minute time the order process took five minutes because of the manual handwritten order process. The guy did say that most people who ordered a Sunday went with straight vanilla ice cream, so our order was a bit more complicated than standard.

After we completed our order and paid, he then informed us that the wait time would be about 20 min. I couldn't understand why it would take so long until I looked around and the tables were full of people and about ¾ of them had their orders in hand already, so with a quick calculation I figured that there were about 5 orders ahead of ours. One of the employees was off on break so that "extended" the order time. Since we already paid, we figured what can we do but wait?

All the tables were full so we walked back further into the store and found a seat at the third sales bar which wasn't open at that time. After about 20 minutes I decided to check on the progress of our order and found that it wasn't done. It wasn't even close to done. What I found was chaos. If I were to map out and draw a spaghetti diagram of the preparation area for each order it would probably look like this:



There was so much wasted motion, someone would pick up something and walk around aimlessly until they found the next thing they were looking for or go back and check the order on the bar multiple times to attempt to build what the customer wanted. There were people waiting in line to order and no one available to take the orders because they were all helping make them.

I watched as the 5 orders before me started finally coming out. They took names and would stand at the bar and (not loud enough) yell peoples names and if the customer couldn't hear or didn't come right away they would just wait and hold the cone, shake or Sunday until the order was picked up before moving on to the next order. In the end it took 90 minutes for us to get our food.

When it finally arrived one item at a time, I found order had a defect. There were cashews instead of almonds on it like I wanted, that was frustrating after waiting 90 minutes to get it.

As I was watching I couldn't help but think that a little change here, a different storage layout there, some inexpensive equipment (like a microphone), an improved ordering process, and some training could have cut down that process and gotten out all the orders within a couple of minutes. This would in turn increase customer satisfaction and revenue because they could push through many more orders than they did, all while keeping the charm of a 50's style small ice cream shop. As it was customers were not happy with the wait times, some people even left the line which equates to lost revenue.

This is why it is critical to learn and implement lean processes skills and study the seven wastes of lean manufacturing to eliminate process inefficiencies and reduce our takt time and overall lead time thus increasing throughput and customer satisfaction. Doing this will also help eliminate defects.

Learn and ingrain these effective waste management tools as a way of life. This can help in all aspects of life, not just work.

Farr better ice cream is a fun place I would recommend going sometime and order a milkshake and watch the process with a critical eye for improvement (when you got a lot of time to spare).

