



Pixie Rust

Disney is known for its attention to detail. Always making sure every aspect of the Guest experience adds value, rather than undermines value.

In other words: Making sure everything is "show ready" for your guests creates Pixie Dust...if not, you risk having Pixie Rust.

The only way we can fend off the decay of every day wear and tear is to be vigilant on maintenance. Not just with our equipment and other "things" resources, but also with the most important resources we have - our human resources.

I often hear people ask about how Disney (and other like-minded "legendary" companies) achieve consistent excellence. Well, it doesn't come by accident. They do the hard and disciplined WORK of maintaining what matters.

That includes their people. Training every day (informally, in addition to the formal kind) accomplishes several things:

1. it keeps everyone's attention on what matters
2. it keeps everyone's skill level high
3. it builds a culture of discipline and excellence
4. it positions the entire team for success - in any circumstances

Talk about return on investment. The results speak for themselves at every world-class organization.

Funny how the wanna-be's complain that they can't seem to get those kinds of results, when all they need to do is execute on the right things consistently every day. Continuous improvement can help ANYone turn Pixie Rust into Pixie Dust.

Think about it. But more importantly, do something about it...today!