

## Leadership Secrets Inspect What You Expect.

“You can't manage what you don't measure.”

“What gets measured gets improved.”

--Peter Drucker, (*Considered the founder of modern management.*)

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### **You can't manage what you don't measure.**

- This means there must be a *system* in place for doing that measurement. And
- You as the leader/manager **MUST ‘Inspect What You Expect’**.

**There should be a regular and formalize 'feedback loop'** for all critical outcomes and milestones.

- Ideally with measurable numbers and dates attached.

**No task should be assigned without such a loop in place.** And it should be in writing.

**Develop the loop WITH the subordinate.** The document should include:

- What is to be done.
- Why.
- The quality standard.
- When it is to be delivered.
- When it will be reviewed.

### **Have the subordinate write it up and send it to you.**

- This is the best way for you to **KNOW** the person absolutely understands the outcome, the reason, the measurable performance criteria **AND** the delivery/inspection date.
- Have them put both dates on their calendar. You do the same.

**This creates what's called a 'closed' feedback loop.**

- You as the leader should be able to look at this and see there is no room for what I call 'uncontrolled processes'. i.e., things that are outside your managerial or leadership control.

### **Examples:**

- Bookkeeping financial reports delivery schedules.
- Marketing delivery schedules.

### **Summary:**

- You can't manage what you don't measure. And to do that you **MUST**
- ‘Inspect what you expect’ by a formalized system.

Aaron Brauch, Business Management Consultant  
Helping Entrepreneurs Build Exceptionally Profitable Businesses & Enjoy Outstanding Lives.

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