



JOHN ROBSON

on Tauranga City Council...

Toyota is the world's most successful car company – and has been for years.

One tool that Toyota uses is the 'Five Whys'.

Simply put: To solve a problem properly you must ask why more than once – to get to the root cause – and ensure that your solution prevents future recurrence.

One problem facing the people of Tauranga is that every election they are promised change, but nothing changes.

Unfortunately, when asking themselves why – they stop after one iteration.

Some stop with the answer that politicians are either useless or corrupt (a favourite allegation of former Councillor Murray Guy).

So they give up voting – because the problem is not solvable.

Others stop with the answer that staff are either useless or corrupt (another favourite allegation of Mr Guy).

So they give up voting – because voting doesn't change the staff.

Unsurprisingly, last election, the

majority of voters didn't vote.

This week, I'd like to deal with the staff issue.

In my professional opinion, the people working at TCC are as good as the people working for any organisation, anywhere in the world.

And, based on my experience, some are genuinely world-class – indeed I have the name of one 'pencilled in' as my first hire should I ever feel I'd like to go back to work.

As for voting not changing staff.

That is not absolutely correct.

Councillors are responsible for appointing one person - the Chief Executive - typically appointed on a five-year fixed-term contract.

The people you elect this year will determine who the Chief Executive is from 2018.

Something to bear in mind should you choose to vote.

Next week: The problem with politicians.

John Robson