

# The Tragedy of Best Efforts

In any enterprise, it is desirable for everyone to put forth his or her best efforts. However, if those efforts are directed improperly they will be wasted; they may even be counter-productive to the goals of the enterprise. Yet, every day, the best efforts of countless people are unwittingly misdirected in organizations around the world.

This paper follows the exploits of a production team eagerly and energetically doing all the "right" things. Unfortunately, the team is greeted by one failure after another, despite the best efforts of everyone involved, from the workers up through multiple levels of management. The paper explains why and how the team's well-intentioned best efforts were tragically misguided.