

# Blöd oder Saublöd?

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The spoon:

- > A lesson on how consultants can make a difference in an
- > organization.
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- > Last week, we took some friends to a new restaurant, 'Steve's
- > Place,' and noticed that the waiter who took our order carried a spoon
- > in his shirt pocket.
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- > It seemed a little strange. When the busboy brought our water and
- > utensils, I observed that he also had a spoon in his shirt pocket.
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- > Then I looked around and saw that all the staff had spoons in
- > their pockets. When the waiter came back to serve our soup I inquired,
- > 'Why the spoon?'
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- > 'Well, 'he explained, 'the restaurant's owner hired Andersen
- > Consulting to revamp all of our processes. After several months of
- > analysis, they concluded that the spoon was the most frequently
- > dropped
- > utensil. It represents a drop frequency of approximately 3 spoons per
- > table per hour.
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- > If our personnel are better prepared, we can reduce the number of
- > trips back to the kitchen and save 15 man-hours per shift.'
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- > As luck would have it, I dropped my spoon and he replaced it with
- > his spare. 'I'll get another spoon next time I go to the kitchen
- > instead
- > of making an extra trip to get it right now..' I was impressed.
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- > I also noticed that there was a string hanging out of the

> waiter's  
> fly.  
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> Looking around, I saw that all of the waiters had the same  
> string  
> hanging from their flies. So, before he walked off, I asked the  
> waiter,  
> 'Excuse me, but can you tell me why you have that string right there?'  
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>  
> 'Oh, certainly!' Then he lowered his voice. 'Not everyone is so  
> observant. That consulting firm I mentioned also learned that we can  
> save time in the restroom.  
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> By tying this string to the tip of our you-know-what, we can pull  
> it out without touching it and eliminate the need to wash our hands,  
> shortening the time spent in the restroom by 76.39%.'  
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>  
> I asked quietly, 'After you get it out, how do you put it back?'  
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> 'Well,' he whispered, 'I don't know about the others, but I use  
> the spoon.'  
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