

COMMON SENSE TALK



“Management of the service sector has to develop a strategy to communicate the role of innovation within the company, decide how to use technology, processes, and people, and drive performance through the use of performance indicators.”

Sandeep Sreedharan

“Workers in the service sector are better exposed to their customers than the ones in classic manufacturing. To that extent, service-sector workers are persuaded, by their own concern for self-respect and appreciation, to perform optimally.”

Hoshang Jhaveri

“Absorb what is useful, reject what is useless, and add what is specifically your own.”

Bruce Lee

“Only the mediocre are always at their best.”

Jean Giraudoux

“You don’t drown by falling in the water; you drown by staying there.”

Edwin Louis Cole

“With three-quarters of the world’s poorest people living in the rural areas of developing countries, improved productivity, incomes, and working conditions in farming are vital to development. Reducing extreme poverty is thus to a large extent a question of improving the earning power of agricultural workers and small farmers, together with developing nonfarm employment opportunities in rural areas.”

Juan Somavia

“This [traditional architecture] is our identity; we have to conserve it, otherwise we will have nothing to be proud of. A place that becomes completely modern doesn’t know who it is anymore.”

Prof. Vitul Lieorungruang

“In a world where discovery is more important than delivery, it’s the people who find, remix, and direct attention to old stuff that should be rewarded, not the people who deliver it or sit on it waiting for someone to show up.”

Joichi Ito