



MONDAY  
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## QUALITY REQUIRES ATTENTION TO DETAIL

By Robert J. Tamasy

Over the years, among my most enjoyable experiences have been visits to the famed Walt Disney World entertainment complex in Orlando, Florida, U.S.A. I have gone there on several occasions and each time has been a treat for all of my senses. During my most recent trip I was impressed by one particular trait the legendary founder, Walt Disney, always emphasized – attention to detail.

Mr. Disney was meticulous, painstakingly working to ensure the quality of each of his productions, whether an animated film, a movie with real actors, or later – his Disneyland and Disney World theme parks. A friend of mine, Bob Foster, owned a guest ranch in Colorado Springs, Colorado, U.S.A. that once had Walt Disney as a guest. Admiring the natural beauty of God's creation at Lost Valley Ranch, Mr. Disney told my friend Bob, "I am engaged in the work of re-creation."

And Walt Disney took this work seriously, as is still the case in his parks today. Everywhere you look in these centers there is a visual surprise. Happy, uplifting music follows visitors throughout the parks. An abundance of restaurants appeal to every palate; there are attractions that welcome a curious touch, and delightful smells fill the air. Even while waiting in line to board one of the thrilling rides, there are sights and sounds to hold one's attention.

As business and professional people, we should have a similar commitment to detail, whether it means ensuring the quality of products or services we provide; being diligent to attend to the needs of customers and clients; honoring commitments we make, or meeting financial obligations – including paying both employees and suppliers promptly. It makes excellent business sense, and in doing so, we replicate a trait of God, whom the Bible reveals has great concern for detail. Here are some examples:

**Providing for needs.** To ensure quality in business, we need to provide the tools and resources our staff need to perform their jobs. *"So God created man in his own image, in the image of God he created him; male and female he created them. God blessed them and said to them, 'Be fruitful and increase in number; fill the earth and subdue it'.... God said, 'I give you every seed-bearing plant on the face of the whole earth and every tree that has fruit with seed in it. They will be yours for food' "* (Genesis 1:27-29).

**Alleviating worries.** Workers cannot carry out their responsibilities as well when burdened with anxiety and worries. One important detail for a successful organization is ensuring employees feel confident about what they do, why they are doing it, and how they are to do it. *“Look at the of the air; they do not sow or reap or store away in barns, and yet your heavenly Father feeds them. Are you not much more valuable than they?... See how the lilies of the field grow. They do not labor or spin. Yet I tell you that not even Solomon in all his splendor was dressed as one of these”* (Matthew 6:26-29).

**Excelling in even the smallest details.** One of the best ways of determining whether someone is capable of handling great responsibility is how well they handle small responsibilities, in terms of both quality and approach. If they address minor matters improperly, why should they be entrusted with greater tasks to perform? *“Whoever can be trusted with very little can also be trusted with much, and whoever is dishonest with very little will also be dishonest with much”* (Luke 16:10).

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### **Reflection/Discussion Questions**

1. Think of a place, or a company, that has impressed you with its attention to detail. What has been its impact on you – and what role do you believe that emphasis has had on its success?
2. What is the difference between putting ample focus on details and having a “big picture” approach to business? Do you think paying attention to details can interfere with the pursuit of “big picture” goals? Explain your answer.
3. How might an emphasis on details become forgotten or neglected as a business grows and prospers? How can the failure to attend to details result in a decline in quality products or services?

4. What are some specific ways, in your view, that God demonstrates His special concern for details in everyday life?

*NOTE: If you have a Bible and would like to read more about this subject, consider the following passages:*

Exodus 12:31-42, 20:17; 37:1-27; Psalm 139:1-16; Mark 6:7-11