



Doing the Right Thing . . . Right

"Efficiency is doing things right; effectiveness is doing the right things."—Peter F. Drucker, world-renowned educator on principles of sound management

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As chair of the Long-Range Planning Committee, I have given a lot of thought to how the MAGCS can improve the efficiency and effectiveness of the programs offered to its members. Here, an explanation.

The MAGCS has made great strides in doing things right. Much of the gain is attributable to committee adherence to meaningful standard operating procedures (SOPs). These procedures are updated periodically with input from members, which improves member services. The SOPs record what has worked in the past, take the present into account and serve as a basis for future decisions.

Another more important component of our efficiency has been the continued support of our members via volunteerism, serving on committees. Many of our members enjoy donating their time on behalf of the MAGCS. This donated time is not wasted, but very productive due in large part to adherence to SOPs.

Efficiency is doing things right, while effectiveness is doing the right things. Doing the right thing for MAGCS members requires information. One very important source of such information is the 2003 survey. Thank you to those that took time to complete the survey. All committees are utilizing these surveys. A second important information source is our executive director, Luke Cella. Luke has established many new contacts with our allied associations and offers us another channel of information. A third information source is other local chapters. The GCSAA Web site's chapter resources section lists member chapters and their respective contact people.

When I attended the GCSAA chapter leadership workshop in March, I made contact with 23 other superintendents. I listened with great interest to the part of the program that dealt with issues concerning our respective chapters. Chapters in the western and mountain states are consumed by water restrictions and pending legislation. Superintendents in Ontario, Canada are facing bans on pesticide use. These are but a few of the many experiences we can employ to help develop effective programs for our future.

The outlook for MAGCS member service is great. Doing the right thing can depend upon receiving an increased amount of relevant and timely information. Doing things right will depend upon continued support through volunteerism and reliance on sound SOPs. Going forward, MAGCS is more capable, as Jeffrey Cufaude, facilitator at the chapter leadership workshop put it, of "Doing the right thing . . . right." 