

The Chicken Game – Key Lessons

- 1 The output of a process is not the result of the average output of each subsection to the process, but rather tends towards the minimum output of each section.
- 2 Increasing output in any one section (working overtime) will only move bottlenecks from one section to another.

Final output (productivity) can be increased by:

- increasing the mean output of each section
- decreasing the variability of the system
- removing steps from the process

Advise Better
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