



Remembering Don Brown

By: Bill Conway



Many of you have probably heard that we lost a good friend, when Don Brown died in November after a short illness. We sorely miss him, his laugh, his focus on “cash and customers” and his excitement about improvement.

Don Brown traveled the world. He worked with me for more than thirty years. During that time, he traveled throughout the United States, Mexico and Canada; to countries throughout Europe, Central and South America, the Middle East, Africa and Asia. Where there were people interested in improvement, Don wanted to be there

He had seen how *The Right Way To Manage*© transformed organizations and changed people’s mindset about life and work. He knew a lot about improvement and could take the principles of work, along with statistics, a focus on customers, and respect for employees to help people begin to see how things could be different.

He was intolerant of waste and excited about opportunities, and he saw those opportunities everywhere. When he was in Mexico and Nigeria, he helped people sell more copying machines. In Costa Rica, he studied and worked with people to develop better ways to grow and harvest bananas. With several supermarket customers, he looked for ways to improve productivity and customer satisfaction.

With a specialty chemical company, he helped identify new markets, new customers and new ways of doing business. With a credit union, he helped look for ways to shorten the time from loan application to loan approval. He even helped a local church and priest identify the changes needed to help them grow and to “get more people in the pew.”

Wherever he went and whatever he did, he saw opportunities... at the bank, buying a car, salmon fishing on the Miramichi River, even during his medical treatment at Dana Farber in Boston.

Now some people probably think that a person who saw all of these opportunities might get a little crotchety, and occasionally Don did. He coached people and organizations to improve; he nudged them; pushed them and yes, he occasionally pulled them kicking and screaming to improve. He wanted the people and organizations that he worked with to be better. He knew they could be better, and those who let him help them, truly were better.

Don helped each of us at Conway to be better too. Whether it was developing new products or services, responding to a customer request, or teaching and mentoring consultants and staff, Don was there.

We are thankful for having known him, worked with him, and learned from him. Don was honest and fair. As one client said, “When Don Brown was at your side, you never had to watch your back.” Don had such an impact on people that when the doctor told him that there was nothing further that could be done, the doctor cried and Don consoled him.