

The Bottom Line is broadcast on **BBC Radio 4** and **BBC World Service**

Tim Steiner is the co-founder and chief executive of online supermarket **Ocado**

He says that even the smallest detail can reveal a large truth about how to make your business run more smoothly.

Nick Wilson is managing director of the UK arm of **Hewlett Packard**

He argues it is vital to have the respect of your colleagues

Ian Mason is chief executive of the electronics distributor **Electrocomponents**.

He recommends that you always treat people the right way, even if it costs you in the short term