

# 7 Easy Steps to Effortless Business



**Identify my critical processes** - Critical processes are the processes that - if they were not done correctly, or if they were not done at all - would have the biggest impact on my business. Processes can be anything from the hiring of an employee, to completing a sale, to invoicing a customer.



**Identify the key steps for each process** - There are key steps that will need to be completed to ensure that the critical process is completed successfully. The key steps are the steps that need to be completed every time in the process, but not necessarily all of the variations that could possibly occur.



**Complete each step right the first time** - What would be required to complete each step correctly each time without having to redo anything, or ask questions. Implementing templates, checklists, managing documents, organizing information, or automating systems can assist in completing each step right the first time.



**Equip my team** - Equipping my team to be able to complete their role with minimal mistakes, minimal risk to my business, and without having to intervene or lose control could be achieved with adequate training, implementing policies or performance metrics.



**Handling exceptions** - There will always be the exception to the rule. Ideally, the process should become as repeatable as possible, without becoming too rigid to serve customers well and to provide an excellent service. Exceptions add cost to the process, but can also add value to the process.



**Get feedback from the process** - Learning from the process to address exceptions, improve customer service and profitability can be valuable. Information about the effectiveness of the process could be gathered from my team, customers and system reporting.



**Always improving** - One of the most valuable benefits of implementing consistent processes is that the focus of my business can move away from continually fire-fighting problems to identifying and implementing great solutions that anticipate and avoid problems. It moves a business owner's focus from being reactive to being proactive.