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# Business *Wrap*



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# Module 5

Your processes

HOW IS YOUR BUSINESS ORGANISED?

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***"The ability to simplify means to eliminate the unnecessary so that the necessary may speak." Hans Hofmann***

In this module, you will reflect on the systems that underpin your business, across a range of key areas.

If a topic is not applicable to your business, move on or tweak the question to suit your situation.

## *YOUR GUT FEEL*

Circle how you would rate your current level of comfort around business processes?

- a. Very confident that my systems are working well
- b. Some confidence and some clear room for improvement
- c. Few processes and a degree of confusion, doubt or 'flying by the seat of my pants'
- d. Processes? What processes...

Has anything happened in the last 12 months that gave you a warning or 'wake-up call' that stronger or more stringent processes are needed?

*HEALTH CHECK ON EXISTING PROCESSES*

Work through the list below and describe your confidence in the current state of your existing processes, jotting down what is working well and areas for improvement.

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Financial management		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Human resource management		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Product/service development processes		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Marketing and communication processes		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Sales processes		



PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Administration processes		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Technology processes		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Business planning		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Referrals and loyalty programs		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Procedures and policies		

PROCESS	WHAT IS WORKING WELL?	WHERE CAN YOU IMPROVE?
Other		

### *TOP THREE PROCESS IMPROVEMENTS*

Which of the potential improvements listed above would you rate as the top 3 in terms of priority. Think of 'bang for buck' changes that will simplify and propel your business performance within a short time-frame.

1.

2.

3.

Notes