The White Shirt and Business Systems

Action Plan for Processes

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Action Plan for Processes

Prepare by creating a list of processes that you want to create a system for. This is best done by involving your team and writing down all the services or products that you create as well as any administration functions.

Note that you will probably miss some functions at first but you can add these to the list as you go.

Implement

- For each process, brainstorm the steps that need to be taken to perform this function (See the workflow templates in the shopping list for ideas).
- Nominate someone in the team to write a detailed step-by-step process in order to perform this function
- Test the system by having someone else use the written system steps to try to perform the task
- Amend any steps if necessary
- As you create the systems, look for ways to add efficiencies or ways that you want the step to be performed (rather than how it currently is) and add these to your process steps
- Add the process to your on-line systems manual and make sure that it is being used by any team members performing that task (print out and put up if necessary)
- Move onto the next system

Repeat the process with every process until all processes are systematised.

Change and update any systems as you go throughout the year as team members notice steps that are missing or steps that could be done better. Empower team members to not simply use the systems and processes but to perfect them

Monitor to ensure that the systems are being used and that new processes are created for new systems. Review all systems regularly (at least annually).

Who will do it	What will they do	By When	Ongoing

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