The White Shirt and Business Systems

Step-by-Step Guide to Creating Systems

more money for shoes

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1. Break your business down into key core areas such as administration, accounts payable, human resources, sales department etc.

2. For each of those core areas, brain storm (preferably with your team) a list of all activities that occur in the business (eg preparing a tax return, receiving an order or answering the telephone)..

3. Next, break up each activity by working out each step that should be performed in order to complete that activity. Use the workflow template in the shopping list as a guide.

4. Work out a schedule for creating systems for each activity. Perhaps prioritise those activities that desperately need a system as well as the quick wins (those that are easy to create)

5. Allocate a time frame to having all the systems created and allocate a person responsible for ensuring each system is created i.e. deadline of one week and George to be responsible

6. When creating systems, take note of the following:

- Ensure all systems are created using the same template. This will make all the systems easier to read and follow
- Write in an easy to understand language and do not use jargon
- Do not assume anything or leave anything out, despite how basic that particular step may seem
- Keep each step simple and where possible use bullet points as large chunks of text can be difficult to read and follow

7. Once the systems have been created, make sure they are tested. The best way to do this is to give the system to someone who does not usually perform that task and see how they go. If necessary, further refine the system.

8. Regularly review and update all systems to ensure they remain current and accurate to guarantee the delivery of your goods / services is consistent.

Who will do it	What will they do	By When	Ongoing