



## **The White Shirt and Business Systems**

### **Systems Checklist**

# more money for shoes

## Systems Checklist

Answer the questions below to determine how successfully you are using systems in your business:

Does everything run smoothly in your business 99% of the time?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Do all your team members perform the same tasks exactly the same way?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Do all your team member's know each other's roles and responsibilities?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Do you have written systems to cover all aspects of your business including: <ul style="list-style-type: none"> <li>• Greeting clients in person and on the phone</li> <li>• Bookkeeping such as invoicing and paying bills</li> <li>• Service standards</li> <li>• Checklists for tasks performed</li> <li>• Producing, selling and delivering goods (if applicable)</li> <li>• Producing and delivering services (if applicable)</li> <li>• Managing your workflow?</li> <li>• Communication and meetings with team members</li> <li>• Training</li> </ul>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Do you have a written, documented system manual – printed or online?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Are all team members using and committed to following <i>all</i> systems including checklists?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Are your systems regularly reviewed and updated? (At least quarterly)	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Do you have someone who manages your systems?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Have you automated as many manual and repetitive tasks as possible?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Are your systems all easily located and in the same format?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Have your systems been tested by someone who does not normally perform that role?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

How did you go? Many 'yes' answers or mainly 'no' answers? The higher the number of 'nos', the greater the need for you to look at the systems in your business and either create them, or review and update them.