



John Strange

7 STEPS TO A HIGH PERFORMING BUSINESS

John Strange

There is always plenty you can do to get your business humming. Once you know what the strengths and weaknesses of your business are, you should focus your efforts on the areas that show up as the weakest.

By following these 7 simple steps, you can make your business perform better without huge amounts of effort that take up both valuable time and energy.

It won't take you very long to work through this process, and at the end of it you will know exactly which areas you should be focusing your time and money on to give you the greatest return.

Once you've identified which of the areas will benefit you the most, you can then work out whether you can work on these yourself, or whether it would be more cost-effective to engage the services of someone who specialises in that area.

We recommend printing this document. As you go through, answer the questions by circling YES or NO. At the end of the document, you will find our 90 Day Action Plan Template, and we encourage you to write down all the Goals you answered NO to and action them.

The steps will begin on the following page.

STEP ONE:

Develop High Level Goals

▪ **BUSINESS GOALS:**

Do you have your high-level business goals documented? YES / NO
Define where the business is now and where it will be over the next 3 years? YES / NO

▪ **EXIT GOALS:**

Do you have your high-level Exit and Succession planning goals documented with where you are and where you wish to be over the next 3 years? YES / NO

▪ **PERSONAL GOALS:**

Do you have your high-level Personal Goals documented? YES / NO
Where you are now and where you wish to be over the next 3 years? YES / NO

▪ **HIGH LEVEL STRATEGIES - STAND OUT FROM THE CROWD:**

Have you developed your high-level business strategies? YES / NO
Have you defined how your business stands out from the crowd? YES / NO

STEP TWO:

Develop Strategic Goals

CUSTOMER SATISFACTION:

Have you brainstormed with staff and customers to determine the 5 key things that determine whether your customers are happy? YES / NO

SUCCESS FACTOR GOALS:

Do you have a documented list of 8-15 goals that will determine your business success?
(These goals should be financial and non-financial goals). YES / NO

STRATEGIES & ACTIONS LINKED TO GOALS:

Do you have a series of actions and strategies linked to these success factor goals? YES / NO

STEP THREE:

Plan out Milestones/ Actions

MILESTONES:

Do you have a list of annual milestones? YES / NO

90-DAY ACTION PLAN:

Do you have a 90-day action plan with key dates and accountability? YES / NO

MILESTONE REVIEW:

Do you regularly review and follow up your milestones? YES / NO

STEP FOUR:

Do A Monthly Business Review

GOALS:

Do you measure each month your achievement versus your target? YES / NO

STRATEGIC REVIEW:

Do you have a monthly scorecard and a formal process to review results? YES / NO

MILESTONES:

Do you have milestones that are kept up to date? YES / NO

STEP FIVE:

Optimise Systems & Workflow

DOCUMENT MANAGEMENT:

Do you have a document management system? YES / NO

ACCOUNTABILITY:

Do you have a reminder system of overdue tasks on projects? YES / NO

POLICIES:

Do you have policies and procedures? YES / NO

CUSTOMER SERVICE ISSUES:

Do you monitor and assess customer service issues YES / NO

OPERATIONAL ISSUES:

Have you reviewed your liabilities in terms of health and safety and do you have documented procedures? YES / NO

INCIDENT REGISTER:

Do you have a safety incident register? YES / NO

EMPLOYEE LIABILITY THREATS:

Have you reviewed your liabilities in terms of employee legislation and do you have documented procedures? YES / NO

CRM:

Do you have a CRM (customer management) system? YES / NO

FINANCIAL FORECAST:

Do you regularly review budget forecasts and the financial health of your business? YES / NO

ACCOUNTS SYSTEM:

Do you have a good accounting system that is being managed well? YES / NO

STEP SIX:

Improve Employee Engagement**WEEKLY STAFF MEETINGS:**

Do you have a 'one on one' weekly staff meeting? YES / NO

WEEKLY TEAM MEETINGS:

Do you have a weekly team meeting? YES / NO

STAFF PERFORMANCE STANDARDS:

Does each employee have KPI's, job descriptions and performance standards? YES / NO

MONTHLY PERFORMANCE REVIEW:

Does each employee report on their performance on a monthly basis? YES / NO

ANNUAL PERFORMANCE REVIEW:

Do you have an annual or 6 monthly performance review system in place? YES / NO

HR POLICIES:

Do you have a HR policies manual? YES / NO

EMPLOYEE CONTRACT:

Do all employees sign an employee contract? YES / NO

CONTRACTUAL PERFORMANCE STANDARDS:

Does your employee contract obligate your employee to abide by your performance system and high standards? YES / NO

CULTURE:

Do you encourage a "high-performance" culture? YES / NO

STEP SEVEN:

Encourage A "Performance Culture"**DEFINE YOUR CULTURE:**

Have you defined the cultural values of your business? YES / NO

Characteristics such as honesty, quality, friendliness and co-operation YES / NO

MANAGEMENT SUPPORT:

Do the managers and employees constantly reinforce the culture with their language and actions? YES / NO

SYSTEM REMINDERS:

Are the systems being constantly reinforced and encouraged by management? YES / NO

FOR MORE INFORMATION PLEASE CONTACT

ADMIN@YOURBUSINESSFREEDOM.COM.AU

