

CAN YOUR BUSINESS RUN BETTER?

Business Systems Audit Checklist



Small Company, Big Business
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I have created this Business Systems Audit Checklist for you. It's simple to use. The checklist is designed to unearth the places where your business could improve productivity, and therefore improve your profitability as well. Who wouldn't want that?

By answering each question honestly, you will find those areas. By working on those, you will undoubtedly improve your chances of becoming a successful and profitable supplier to larger companies and organizations.

Give yourself a score of 1 for every **YES** answer, and a 0 for every **NO** answer. (If you do not understand a question, or you are not sure about your answer, score 0.)

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Do you have clear (and written) Vision, Mission and Values Statements?

Have you identified all the different “parts” of your business?

Place a 1 against each of the parts of your business that you have identified as a separate function.

Administration

Finance

Marketing & lead generation

Sales

Human resources – recruitment, onboarding, team management

Product/service development

Technology and IT

Purchasing

Safety and security

Customer service and retention, including customer on-boarding

Operations (the stuff you do every day in order to satisfy your clients)

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Do you have written Company Policies (for example, a Health and Safety Policy, Privacy Policy, Environmental Policy, Quality Policy...?)

Do you have written procedures for all the things that have to be done in your business? For example, how you recruit new team members, how you manage staff performance, how invoices are sent out, your company colours, fonts and branding, the steps to make your products or deliver all your services ...?

Do you have standard forms for data that has to be captured in your business?

Do you have Checklists for tasks that have to happen in your business? For example, if you have a field team that visits clients, do they have a checklist to ensure they have all their equipment on board? If you provide services, is there a checklist that ensures all steps in the service have been completed?

Do you have a full time or part-time support team? (They may be virtual/work remotely, and may be just one person).

Could you double the size of your business without going into a meltdown or panic?

Can your customers and potential customers find out about your products/services from your website, FAQs etc.

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Do you use any automations in your business? For example, marketing automations, admin automations, data capture automations, recruitment automations, ...?

Do you have a defined training process for new team members so that they learn the correct way to do their tasks?

Do you have time in your work week to sit, think, and work on the future of your business?

Do you have external advisors to your business. (Accountant, Lawyer, Business Mentor/Coach, Banker/Financial Advisor, Insurance Advisor ...)

Can you take a 3 week holiday without stressing the whole time that the business will fall apart, or you will return home to a disaster?

And one final question ...

Do you often feel that your business is often more like an adult child-care centre than a functioning, commercial business operation?

Now, add up your score and check your result below.

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21-25 Yay! Your business is working efficiently and well. You have spent the time and effort required to create and document robust business systems. However, we are always here to help if you feel that any areas need improvement, or you are ready to step up to an even higher level.

16-20 Your business is running well. You can assign tasks to team members, contractors, or vendors without having to micro-manage their work. Keep going!

<16 Your business is running you. Micro-management is most likely the standard in the business – you don't believe that anyone can do anything as well as you. As a result, you have immense scope for making your business work efficiently, smoothly and fantastically profitable. To scale your business and take on contracts with big organisations, without working harder, your systems need attention.

What's next?



Now that you have some insight into where your business systems may need some attention, it's time to do something about it!

Here are a few places you can start:

Take the "[Tame The Chaos In Your Business](#)" DIY online course.

Sign up for an "[UP](#)" Session

[Contact me](#) for some one-on-one help with turning your adult daycare centre into a fully functioning, smooth-running, profitable business.