

Creating Systems for Your Company

You'll discover:

- ◆ Why Systems are Important
- ◆ How To Create Systems
- ◆ The role of Management in Implementing Systems

Learning Recommendation

- ◆ It is advised that the best way to utilise this program is to complete the PowerPoint Program and then commence your own individual work charts.

1. Why Systems are Important

- ◆ Systems will ensure consistency in the business
- ◆ More importantly though, Systems will allow the business owners to FREE themselves from the business
- ◆ Systems will make it easier for training new team members

2. How To Create Systems

- a) The only way to ensure you thoroughly systemise your business is to undertake a complete flowcharting exercise on your company.
- b) This involves charting out all the processes in your business

2. How To Create Systems

You can start by charting out the process of how your client is served.

Start by listing down all the key steps involved in serving your customer. Each step may have a number of sub steps. Just list the key steps for now. (See example over page).

2. How To Create Systems

(Let's assume we are dealing with a sandwich bar)

- Step 1 Greet Customer
- Step 2 Ask Customer if they would like some help
- Step 3 Take Customer Order
- Step 4 Ring Up Sale
- Step 5 Advise How long Order will take
- Step 6 Give customer their order
- Step 7 Farewell Customer

2. How To Create Systems

What we have done there is chart down the key steps involved in serving a customer at this particular sandwich bar.

The next step is to work out whether each of the steps has any sub steps. Let's look at Key Step Number One.

2. How To Create Systems

Key Step # 1 – Greet Customer

This step may have a number of sub sets.

- Step 1a – Welcome customer
- Step 1b – Ask customer if they have eaten here before
- Step 1c – If yes, then thanks them for coming back and then go to step 2
- Step 1d – If no, then explain to them how the systems works

2. How To Create Systems

So you can see in this example that Key Step # 1, has 4 sub steps to it. Your job is start with your process of serving the customer and listing out all of the KEY STEPS involved and then going through and listing all of the sub steps for each KEY STEP.

2. How To Create Systems

It is important to note, that your Sub Steps, may also have further sub steps to them. This is why running a business is not easy, there are hundreds and hundreds of steps for even the smallest of businesses

2. How To Create Systems

Once you have completed your Key Steps and Sub Steps for the process of serving your customers, you can then move onto systemising other parts of your business

2. How To Create Systems

Your next step is to outline all the process involved in:

- a) Opening your business each day so you are ready to serve the customer. You must break this down into absolutely every step required.
- b) Closing your business for the day including all steps involved in the after customer service stage

2. How To Create Systems

Once you have worked through all the systems required to operate your business from Opening to Closing you can then move onto any other systems you may have missed.

2. How To Create Systems

So you may have included areas such as ordering stock for the day in your Pre Opening systems. If not, then go through all management tasks involved pre opening. Ordering stock would be a good example of this.

2. How To Create Systems

Likewise then go through any management tasks you may not have covered that involved the post service stage.

Sending invoices out for account customers and following up debtors may be an example for a sandwich bar that has account customers.

2. How To Create Systems

You will most likely have pages and pages of systems by this stage.

It is important to bring back the systems to as few Key Steps as possible. You can then create as many sub steps as required and further sub steps and so on

2. How To Create Systems

Limiting the Key Steps will keep the major process your business undertakes as simple as possible and easy to understand. The more simple it can be, the easier it is for training purposes and implementation and take up.

3. The role of Management in Implementing Systems

It is imperative for successful systems implementation that management:

- a) Follow all systems as agreed
- b) Has strong discipline at ensuring that team members are following systems