

LIST OF QUESTIONS TO ASK YOURSELF ABOUT YOUR TOP BUSINESS PROCESSES

Decision-Making Processes

Do we have a company decision-making process?

Are our decisions in line with our values from Chapter 3?

How do we make decisions for situations that cost (\$X)? For example, \$2,000 dollars or under?

Who is authorized to do this?

How do we make decisions for situations that cost (\$X)? Following the same example, \$2,000 and over?

Who is authorized to do this?

Is our chain of command documented?

When the owner is out, who is next in charge?

Employment Processes:

What are our steps to be hired?

What are our steps to be fired?

Are our processes in line with our values from Chapter 3?

Do we know why or when we hire people?

Do we know why or when we fire people?

Do we have documented processes for orientation to the organization?

Manage Performance Processes:

Once we have an employee on board, how do we manage their performance?

Do we set expectations?

How?

When?

Do we coach to expectations?

How often do we coach others—1 on 1?

Do we have annual evaluations?

Do we discipline to expectations?

Do we have a clear discipline process?

What happens if the performance is not up to standard?

Do we use performance improvement plans to track?

Do we have documented training processes and re-training processes to track?

Do we reward to expectations?

Do we have a process to reward for good performance?

Are rewards defined?

Are rewards given consistently across company?

Finance Processes:

Do we have documented processes for our financial systems?

Which ones need to be documented?

How do we manage cash flow?

What are our payment terms?

What are our pricing processes?

Sales & Marketing Processes:

What are our sales processes?

Do we have a documented sales cycle to follow?

Do we use a pipeline for prospect management?

Do we have a clear sales incentive plan?

Do we have any marketing processes?

Do we have an advertising process?

What social media processes do we follow?

Departmental Processes:

Have we documented the key operational processes per department?

Customer service?

Manufacturing per product (for tangible businesses)?

Types of services delivered (for intangible businesses)?

Transportation and delivery (logistics and supply chain)?