

CHECKLIST - Leadership and Growing Your Business

Building Block 1. Motivation Drive Commitment & Passion

Questions for the Business Owner/manager

1. Do you enjoy going to work
2. Do you wake up at 3.00am in the morning thinking how you can provide a better product or a better service to your customers
3. Do you have a vision of what you want your business to be like in 5 years time
4. Do you have a mission statement
5. Do you live by the mission statement (*Prepare/review your vision and mission statement*)

Building Block 2. Capacity

Questions for the Business Owner/manager

1. What % of excess capacity do you have
 2. What are your capacity constraints eg staff, floor space, capital etc
 3. What is the time frame for building capacity
- Undertake a swot (strength, weakness, opportunities & threats) analysis*

Building Block 3. Is The Team on Board

Questions for the staff

1. Do the staff enjoy coming to work
2. Are the staff paid a decent salary
3. Are the staff happy to help other staff
4. Do the staff take a lot of sick leave
5. When required are the staff happy to work overtime and weekends
6. Do you have annual staff appraisals
7. Are the staff involved in running the business
8. Do you have an organisational chart and detailed job descriptions
9. Do you have a regular staff meeting and tell the staff what is happening
10. Do the staff know what the budgeted and actual sales and profit figures are
11. Do the staff share in a bonus scheme
12. Do you have written career plans for all staff
13. Do you foster internal and external staff training for staff
14. Is there a high staff turnover

Questions for your customers

1. Is the product/service provided satisfactory
 2. With 10 being the highest and 1 being the lowest how would you rate the product/service provided
 3. What is the major gripe/disappointment you have about the product/service provided
 4. How can the product/service be improved
 5. Would you be comfortable in recommending the product/service to your friends
- Poll you're 'A class' customers annually on the quality of products and services provided. Change products / services systems and procedures to better fulfil the customers needs.
- Establish a customer advisory board so your customers can advise you of the improvements / developments that can be made to the products and services offered.

Questions for the business owner/manager

1. What was the net profit last year, month, week
2. What was the growth profit last year, month, week
3. What was the gross profit margin last year, month, week
4. What were the sales last year, month, week
5. What was the average dollar sale last year, month, week
6. What is your break even level of sales, yearly monthly, weekly
7. What is your break even level of cash collection yearly, monthly weekly
8. What is your current stock turn
9. What is your debtors turn
10. Are your monthly accounts completed and reviewed no later than 15 days into the proceeding month
11. Are you reporting actual against budget for the profit and loss statement and cash flow on a monthly basis
12. Are your statutory accounts and tax returns completed and lodged no later than 4 months after the end of the financial year.
13. Are your projected profit & loss statements and cash flow statements for the next 12 months prepared with in one month of the end of the financial year.
14. Who are your top 10 customers, are they buying more goods and services
15. What are the KPI (key performance indicators)

Building Block 6. How To Keep On Track

Questions for the business owner/manager

1. Have you diarised the dates for the monthly management meeting for the next 6 months.
2. Do your staff have the ability and capacity to prepare the monthly management reports and figures by the 15th of the following month.
3. Do you have a set agenda which looks at the key reports and figures each month
4. Do you have an external facilitator/chairman to ensure the meeting occurs each month.
5. Do you keep notes from the meeting with action points, completion dates and who is responsible for completing the task.
6. Do you check the notes from previous meetings and follow up action points etc

Building Block 7. The Next Step

Questions for the business owner/manager

1. How big do you want your business to be
2. Write down how much profit you want to make and multiply that figure by 3