Rapid Review of Business Processes

This two page download is a very rapid way to review your current business processes in order to generate an action plan.

The second page is a typical 'Concern, Cause and Countermeasure' worksheet which you may well have used in the past. If you haven't used this approach before, it is a great tool to draw out issues from your team. A lot of people aren't keen on sharing issues if they aren't sure of what the answer is! This approach can help to bypass this fear through splitting up the steps. To use this worksheet:

* You (and your team) list all of the concerns for a particular business aspect.
* Then, one at a time, work out what is really causing the issue (the 'root cause') and what the action (aka 'countermeasure') to remedy the issue is.
* Once you have all of these listed you can then create an action plan to implement the actions you have listed.

Easy!

To get you started I suggest you gather a small team together and use the following bullet points to start a rapid review of your business processes:

* Enquiry / quotation
* Contract review (or, order intake)
* Sales order processing
* Purchasing
* Planning
* Scheduling
* Production Control
* Business systems (e.g. MRP, ERP, CRM, CAD etc...)
* Production / Service Delivery
* Invoicing
* Account Management

Expand or change the list above to suit your business and use the following page to start capturing your concerns about each bullet point, before understanding the causes and deciding on what actions you want to take.

Giles Johnston

22nd October 2015

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| **Concern** | **Cause** | **Countermeasure** |
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