

What is a System?

A System breaks down routine tasks in a business into steps so that the person executing those steps follows a process that guarantees a result that has the best possible outcome each and every time the task is completed.

A system should have performance standards and accountability built into it

Why do we want systems? According to Michael Gerber author of the E Myth-We want to: "Organize around business functions, not people. Build systems within each business function. Let systems run the business and people run the systems. People come and go but the systems remain constant" (*E-Myth Revisited*). Michael Gerber

Having a system in our business

Systems Create Consistency – We want everything we do to have consistency. This way there is the ability to know what the outcome will be for every action. That outcome is predictable and be able to have consistent results we can count on.

Systems Create Clarity: Your Employees Know What They are Doing They Are Less Stressed. This means that you don't have to micro manage – You are less Stressed! We tell our employees that "This is how we do it here" We want them to follow the program and take the time to do the steps that are necessary to build consistency. There is the clear expectation of how things should be. When we do this, Your Business Can Run without you! When your business can run without you being there and make money you have created something valuable.

Systems Reduce Waste and Create Efficiencies in the business: When we have systems we are not reinventing reliable methods each and every time something gets done. Our systems are designed so that you are saving Time, Energy, Money, Equipment, Supplies, and Labor. When we have an efficient business we are more competitive, and as a result should be more profitable.

Having a System Reduces Labor Costs: In most small businesses, labor costs are the largest single business expense outside cost of the goods sold. When we have good systems in place, Staff know exactly how to do things do not need to be asking each other or you – Time lost in production or service = Money. The system should be designed to have things done in an efficient manner, when this happens we reduce labor costs.

Systems reduce training costs and Staff Turnover! Staff are happiest when they know what is expected of them. Proper training gives employees confidence. Confident Happy Employees Stay Longer, Less turnover = Less Training Costs! Less

Turnover = Greater profitability. Many businesses cannot seem to find the right staff and are on the constant hunt for employees. When we hire people and give them proper training and create an environment of accountability, consistency, and interesting work (because we try to automate the mundane) and a fun culture, we won't have problems finding, or keeping our employees. When our businesses are efficient we are able to pay them more because we too are making a good living.

Systems force Continuous Improvement in our Business: Because there is a process, a good organization will look for ways to make things work better and implement that into the process.

Systems create a valuable Business: When we build systems into our business, we are creating something is sellable because someone can come right in and run it. With the help of reliable systems that create efficiencies, you are creating a more profitable business, this is valuable to you because, you can duplicate the Business. You Can Scale the Business – Systems make it grow. Just think about it all that a franchise is, is a business that has been systemized and because it is profitable, other people want to buy it. You don't need to franchise your business to make it valuable, however you want to be able to sell it at some point, or have it so that it makes money for you without your constant input and effort.