

DEVELOP YOUR PERSONALIZED  
ACTION PLAN TODAY

# WIN @ BIZ<sup>®</sup>

Develop Efficient  
Business Processes

## WORKBOOK

Growth & Business Coach

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**WIN AT BIZ® WORKBOOK**  
**DEVELOP EFFICIENT BUSINESS PROCESSES**

A TEN E-BOOK SERIES

**AUTHOR DAVID GABBERT**

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# Action Steps Workbook: Develop Efficient Operating Processes

1. Research your largest and best competitors and describe the operating processes they use to do the following.

a. Find customers

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b. Deliver the product or service

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c. Provide consistent quality

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2. Make a list of customer wants. List the actions you will need to build into your operating processes to deliver those customer wants.

Customer Wants	Required Actions

3. Make a list of the various processes you will need to develop in order to operate your business (e.g., sales processes, order processing procedures, accounting processes, delivery processes, customer service processes, quality control processes, production processes, training processes for the various employment departments, hiring processes, etc.).

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4. The following is a chart to help you to develop your first process. First, select a process that will touch the most customers and have the largest effect on the bottom line. Next, develop ideas for implementing the process or improving the process by completing the chart below.

Name of process \_\_\_\_\_

What Does Competitor's Process Achieve?	What Do Customers Want From This Process?	What Will Your Company's Process Achieve?	List The Steps Of Your Process

5. List the tools that will be required by your employees in order to perform this business process.

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6. List ideas for the development of operating processes that will satisfy your customers' wants better than the competition in the following key areas:

a. Finding customers

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**b. Selling Customers**

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**c. Delivering the product or service**

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**d. Providing consistent quality**

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Use the process chart you developed above to continue to develop additional business processes in these key areas and the other areas of your business which you have already identified in this workbook.

7. Weaknesses or defects in your business process will result in customer complaints. Using the Six Sigma program, develop an outline for a process improvement program that will reduce process defects, improve consistency, and build customer loyalty.

**a. List the names of the employees to lead the process improvement team.**

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b. Develop a chart similar to the one below that can be used by your Six Sigma team.

Describe The Customer Complaint	Data Collected Concerning The Cause Of The Complaint	Defects Uncovered In The Current Process	Resolution & Improvement To The Process	Best Way To Implement The Improvement Within Existing Process

Once you have successfully implemented your first business process, continue to create additional processes for each business function. Once the training has been completed to implement the new processes, remember: The job has just begun. Improving the efficiency of business processes to outperform the competition is a never-ending project. The best way to accomplish this goal is to establish effective monitoring systems to collect both employee and customer feedback. In order to become the best in your industry, you must provide action-oriented leadership and possess the desire to improve.

## About the Author

# David Gabbert

Entrepreneur, business mentor and growth coach, David Gabbert helps business professionals, business owners, new startups, and students learn how to win at business. Self employed for forty-seven years, founder and owner of four million-dollar-plus businesses, and author of ten Win at Biz® business books, Dave offers free business articles about a variety of proven business strategies which compose the basic building blocks of starting and operating a successful business.

Free monthly e-zine subscriptions are available: [www.davidgabbertbusinesscoach.com](http://www.davidgabbertbusinesscoach.com)

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### **Win at Biz E-book and Workbook Series**

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- Book 4: Develop Efficient Business Processes
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- Book 6: Train for Productivity
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