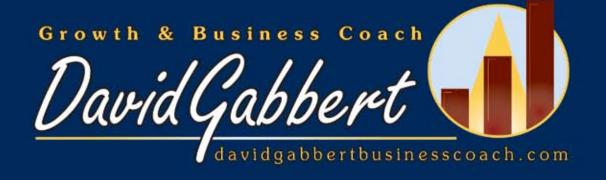
DEVELOP YOUR PERSONALIZED ACTION PLAN TODAY



Develop Efficient Business Processes

WORKBOOK



WIN AT BIZ® WORKBOOK

DEVELOP EFFICIENT BUSINESS PROCESSES

A TEN E-BOOK SERIES

AUTHOR DAVID GABBERT

Publisher
Gabbert Development Inc.
7605 Equitable Dr.
Eden Prairie, MN 55344

Copyright © 2003, 2010 by David Gabbert

All Rights Reserved. No part of this book may be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording, or otherwise, without written permission from the author.

Win at Biz® is a registered trademark.

Line editing by Sue Ericson Ensign Comprehensive editing by Sarah Cypher, Three Penny Editor Interior design © Joel Adams Cover design © Joel Adams

Action Steps Workbook: Develop Efficient Operating Processes

1. Research your largest and best competitors and describe the operating processes they

	Customer Wants	Required Actions				
Make a list of customer wants. List the actions you will need to build into your operating processes to deliver those customer wants.						
c.	Provide consistent quality					
b.	Deliver the product or service					

3.	Make a list of the various processes you will need to develop in order to operate your pusiness (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.).							
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 boline. Next, develop ideas for implementing the process or improving the process completing the chart below. Name of process								
	What Does	What Do	What Will Your	List The Steps Of				
P	Competitor's rocess Achieve?	Customers Want From This Process?	Company's Process Achieve?	Your Process				
5.	List the tools that w process.	vill be required by you	r employees in order to	perform this business				
6.		evelopment of operating ecompetition in the fo		atisfy your customers'				

	b.	Selling Customers
	c.	Delivering the product or service
	d.	Providing consistent quality
		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.	Usi	aknesses or defects in your business process will result in customer complaints. ing the Six Sigma program, develop an outline for a process improvement program will reduce process defects, improve consistency, and build customer loyalty.
	a.	List the names of the employees to lead the process improvement team.

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	To The	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

We welcome your comments and questions: david@winatbiznow.com

Win at Biz E-book and Workbook Series

Book 1: Build a Successful Business Model

Book 2: Develop Successful Marketing Strategies

Book 3: Initiate Effective Financial Management Tools

Book 4: Develop Efficient Business Processes

Book 5: Hire the Right People

Book 6: Train for Productivity

Book 7: Motivate Your Employees

Book 8: Build a Successful Sales Organization

Book 9: Develop Effective Speaking and Listening Skills

Book 10: Develop Successful Leadership Skills

Bonus Materials

Free with your Purchase of Book 1

- "If I Knew Then...": Case Studies That Could Save Your Business
 - Developed from interviews with entrepreneurs who have founded businesses in the real world

Free with any Purchase

- A Calendar of Successful Thoughts
- Plus your Action Step Workbook, included with every e-book!