Elevated

Owner worksheet

Where does your business still depend on you?

Keep this worksheet with you for one normal working week. Each time a job stops until you give an answer, make a routine decision or chase someone to pass it on, write it down. Note the job, who was waiting, what was missing and where it should have been.

Then answer

1 **Which question do you keep answering that a system could answer?**

2 **Name one place where a job changes hands and only one person knows what it needs.**

3 **Which updates do you type into more than one tool?**

4 **Which routine decisions have no agreed rule, or no agreed person to say yes?**

5 **Name one thing you want to know about the business that takes too long to find out.**

Choose one bottleneck with a clear start, a clear end and one person responsible. Describe how that work should change hands every time. Then measure where you start: time spent chasing and checking, how long the job takes, double entries, errors or rework.

Next step

Tell us about that bottleneck. We'll look at whether connecting the tools you have, or building a custom system, could help.