

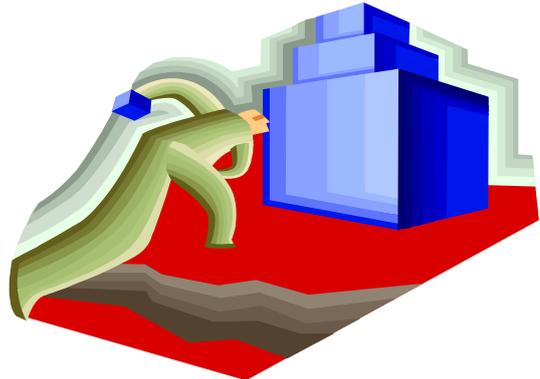
Management Systems for Small Businesses

- Whether small or micro -

Businesses operate to produce a product, provide a service or supply goods that are of fair value, quality and availability, but that's not always as easy as it sounds

As a business owner/operator do you occasionally;

- Find your business **running you** instead of **you running** it?
- That you and your staff feel like "Firefighters" – constantly working to overcome customer's "problems"?
- Are constantly addressing issues/problems, particularly at busy times?
- Wish you could get more free time/reduce the "pressure"?



If you answered yes to one or more of these questions-

Then it may mean that your management system is not as effective as it needs to be to help you and your staff operate your business?

What constitutes a good basic system?

The diagram on the next page, shows the basic customer/supplier activities needed to produce a successful outcome. Small business generally don't have the need for overly complex/sophisticated systems, or even one that complies with a recognised standard or code

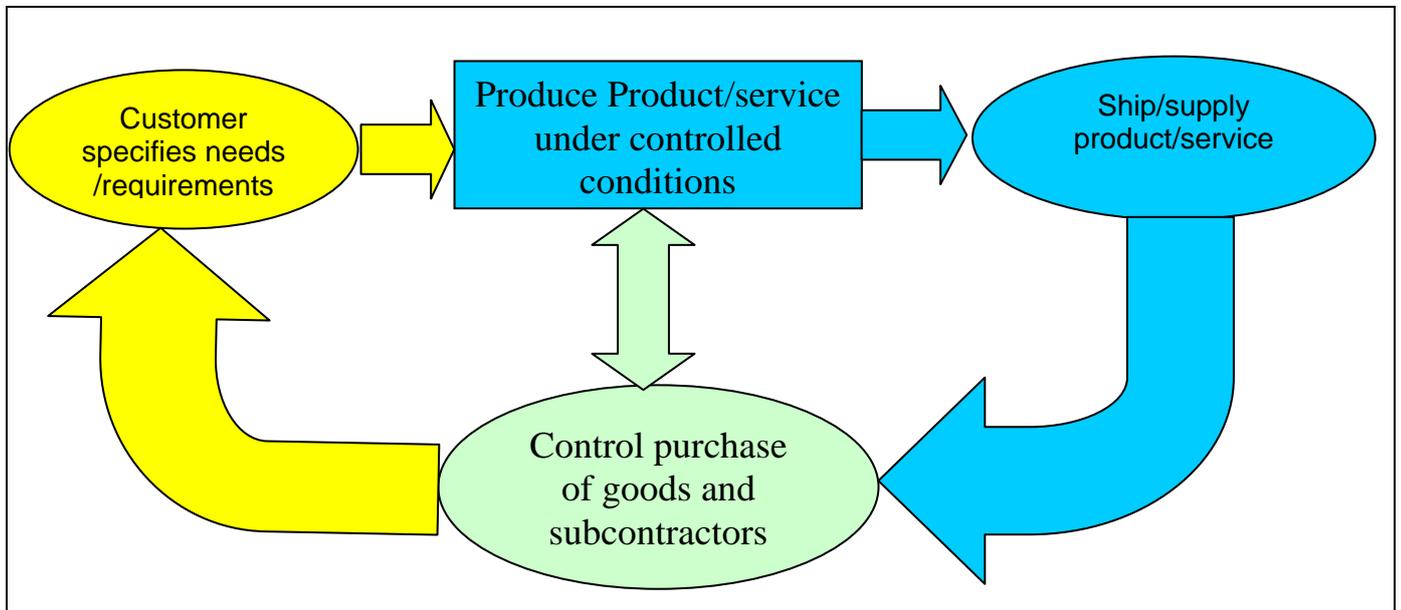
A basic, yet well structured and implemented management system is founded on the following general principles:

- Defined **roles** and **responsibilities**
- Effective Product/Service **controls** and measures
- **Control** of the purchasing of materials or subcontractors
- **Management** of personnel and their training
- **Control** of necessary internal requirements such as documents and records

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These principles will work to manage the activities in the following diagram:

“Business Basics”



P-E Handley-Walker can help you to:

- *review your current system*
 - *identify any problems/issues*
 - *provide assistance/guidance to update/improve system*
- in as little as 3-6 onsite visits

This may involve;

- *identifying and mapping current processes*
- *updating and improving service/production controls*
- *developing training and skills*
- *identifying key supply chain issues*

If you believe your system could do with some help, or you would like to develop a system to suit your needs then:

*For more information contact Will Ray 0412 439 334 / (03) 9708 8809
to discuss our approach, or arrange a visit*

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