

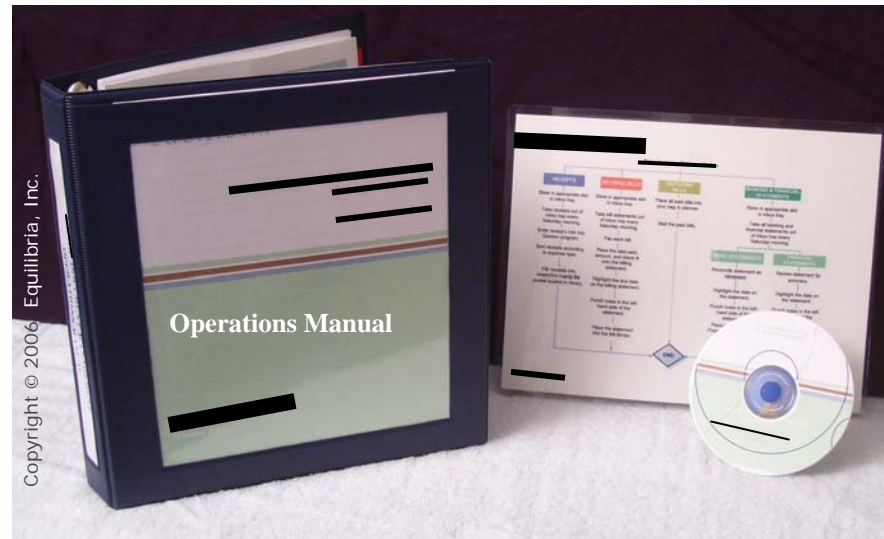
# business owner's manual™

"If Other People Had to Drive Your Company, Would They Know How?"



## Business Owner's Manual™ Contents

- Table of Contents
- Labeled Divider Tabs
- Business Design Chart™
- Business Process Roadmap™
- Summary of Physical Efficiency Tools™
- Summary of Electronic Efficiency Tools™
- Customized Business Processes
- List of KPIs per Business Process



## 1 the situation...

The president and owner of Company F needed to hire a new office assistant. Before she could hire a new assistant she needed to first make sense of the "mess" her previous assistant left behind. A business colleague saw her frustration and suggested that she contact us. During our initial consultation, we learned that she was extremely disappointed that her assistant did things "her own way," making it difficult for her to move on and hire someone new.

## 2 what we did...

We suggested that Company F's owner invest in creating an operations manual for her company. She agreed and over the course of 60 days, we carefully sorted through the information the previous assistant left and documented every step of the business processes for Company F. For each process, we later created flowcharts, identified performance metrics, and tested the processes for accuracy.

## 3 how we helped...

Company F's completed manual included a total of 12 core business processes. With confidence, the owner began to interview job candidates. About 45 days later, she happily reported that she hired a new assistant and trained her using the operations manual. Three months later, the owner informed us that her new assistant rarely called her for questions, because everything she needs to know is right there in the operations manual.

Copyright © 2007 Equilibria, Inc.

This case study is based on actual facts and data. In our efforts to uphold client confidentiality, we disguise and sometimes eliminate revealing data. The photographs shown in this case study are the property of Equilibria, Inc. and are intended to be used for educational purposes only. Reproduction and distribution without authorization is prohibited.

Equilibria, Inc. | 3577 Chamblee Tucker Road—Suite A-256 | Atlanta, GA 30341 | 1-888-636-5999 | [www.EQBsystems.com](http://www.EQBsystems.com)