

15 things to check if your business feels harder to run than it should

Work through each question honestly. Tick the box if you can confidently answer "yes". There are no wrong answers, and it only takes about ten minutes.

☐ **1. Enquiry handling**

Is every enquiry recorded in one place and answered promptly, whoever takes it?

☐ **2. Quote follow-up**

Does every quote have a follow-up date and someone responsible for chasing it?

☐ **3. Customer communication**

Do customers hear from you with updates before they have to chase you?

☐ **4. Administration**

Do you know roughly how much time admin takes each week, and who is doing it?

☐ **5. Processes**

Are your key tasks done the same way every time, whoever is doing them?

☐ **6. Software**

Are you properly using the software you pay for, and not paying for tools nobody uses?

☐ **7. Responsibilities**

Does everyone know exactly who is responsible for what?

☐ **8. Duplicated work**

Is the same information being typed into more than one place?

☐ **9. Owner dependency**

Could the business run smoothly for a week without everything coming back to you?

☐ **10. Customer journey**

Is it easy for a customer to get from first enquiry to finished job without things being missed?

☐ **11. Visibility of outstanding work**

Can you see at a glance what is outstanding, overdue or waiting on someone?

☐ **12. Repetitive manual tasks**

Are there tasks done by hand every week that could be simplified?

☐ **13. Documentation**

Are important processes written down, or do they only exist in someone's head?

☐ **14. Internal communication**

Do messages, handovers and updates between people reliably reach the right person?

☐ **15. Website and enquiry routes**

Is it easy for customers to contact you from your website, and do those enquiries reach the right person quickly?

How did you get on?

If you answered "no" or "not sure" to three or more of these, it's likely that time, enquiries or money are slipping through the gaps. The good news is that most of these are very fixable with some practical changes.

Next step: a Business MOT reviews all of this for you, with a written action plan.

Or book a free 15-minute chat: www.thebusinessworkshop.uk/contact