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Driving Organizational Excellence[™]

B. Block Timing

- 1. I am able to spend quality time with my family on a regular and consistent basis and I am always able to keep my commitments to my family regardless of what is going on at work
- 2. My schedule is predictable
- 3. I have blocked in my schedule time to Bring in business, get the work done, serve my clients
- 4. I never stress over when I am going to get things done.

A. Acquiring Clients

- 1. 80% of my business comes from my existing clients and contacts
- 2. I have an active database with a minimum of 100 people that is in my target market and can do business with me.
- 3. I have a well-defined target market
- 4. I am able to communicate my message clearly and effectively so that people want to buy from me rather than me selling them
- 5. I have 8-10 written strategies that I could implement to bring in business other than advertising and website. Be more specific than belonging to a networking group
- 6. I have a written plan for my Marketing, Networking and Selling
- 7. I have 6-8 referral source and strategic alliance relationships that produce at least one piece of closed business a month each.

L. Leadership

- 1. I am able to effectively communicate the vision and mission of my company to my employees clearly and effectively
- 2. My employees are motivated and have buy in to the company's mission
- 3. I am able to successfully delegate those tasks that yield me the least per hour
- 4. People want to come work for me

A. <u>Automatic Processes</u>

- 1. I can leave on vacation and not have to worry about work and the fires I have to put out when I get back
- 2. If I were to stop working today my business would not only sustain itself, it would even grow
- 3. I have an updated operations manual that anyone can pick up and perform the task that has been given them with very little instruction
- 4. The client's experience is consistent and predictable

N. Numbers

- 1. I am bringing in enough revenue to pay my business expenses and am taking a paycheck to pay all my personal expenses and still have some left over
- 2. I know how many appointments I need to have on a weekly basis in order to achieve my revenue goals, I know my closing ratio and I know my average sale
- 3. I have no business debt
- 4. I am using QuickBooks and/or Accountant and have an updated profit and loss statement and balance sheet.

C. Clarity

- 1. I have a written vision and mission statement for my company and it's memorized
- 2. I have a clear picture of what my business will look like and what needs to be done to achieve it
- 3. I have a clear understanding of why I do what I do and of my mission
- 4. I have a clear vision of what I want my life to look like beyond my business

E. Employees (Staffing)

- 1. My employees are productive and use their time wisely
- 2. I have regularly scheduled meetings with my employees
- 3. I know what my employee's goals are and what they are trying to accomplish
- 4. I have a hiring process in place
- 5. My employees feel like they can come to me when they are having a challenge without worrying about me getting upset or that I am too busy

D. Delivery

- 1. I have a written raving fan process that is followed consistently
- 2. I am getting referrals from my clients on a regular basis
- 3. My clients know what is expected of them and what is expected of me and I consistently deliver on their expectations.
- 4. I provide my clients with added value above and beyond my product or services, for example, I send them articles of interest, newsletters, invite to events etc.