

Biz Whiz

Success Program

We've identified the 100 key factors to consistent business success and profitability and grouped these into 10 distinct areas:

- A. Service excellence
- B. Staff management
- C. Planning and strategies
- D. Sales management
- E. Productivity
- F. High profits *now*
- G. Empowered leadership
- H. Trends and ratios
- I. CEO personal balance
- J. Accounting and taxes

Congratulations for taking this one!

Instructions

There are four steps to completing the **Biz Whiz** success program.

Step 1: Answer each question.

If the statement is true, check the circle. If not, leave it blank until you've done what it takes for it to be checked. Be rigorous; be a hard grader.

Step 2: Summarize each section.

Add up the number of checked circles for each of the 10 sections and write those amounts where indicated. Then add up all 10 sections and write the current total in the progress chart.

Step 3: Color in the checklist provided.

If you have five checks in the Service Excellence section, color in the bottom five boxes of column A, and so on. Always work from the bottom up. The goal is to have the entire chart filled in. This will

indicate that you are managing your company well. In the meantime, you have a current picture of how you are doing in each of the 10 areas.

Step 4: Keep playing until all boxes are filled in.

This process may take 30 or 360 days, but you can do it! Use your coach or advisor to assist you. And check back quarterly for maintenance.

Progress Chart

Date	Points (+/-)	Score

Biz Whiz Success Program 100-Point Checklist

Sections										
#	A	B	C	D	E	F	G	H	I	J
10										
9										
8										
7										
6										
5										
4										
3										
2										
1										

Give yourself credit as you get points from the 100-point program. Fill in columns from the bottom up.

A. Service Excellence

Number of circles checked (10 max) _____

- ☐ The firm has an objective system to quantitatively measure customer satisfaction.
- ☐ Quarterly meetings with key clients are conducted and changes made to improve service better.
- ☐ The standards and philosophies of your organization are known and enhanced.
- ☐ The staff learns from every mistake or client loss.
- ☐ Service standards are written and are very high.
- ☐ A total quality management (TQM) program has been created and implemented.
- ☐ Value is continuously being added to products and services, whether or not customer asks for it.
- ☐ Service and requirements are fulfilled in record time, far faster than the customer expected.
- ☐ The firm has a strong reputation for being the best in delivering service.
- ☐ The firm knows what the customers want and need even before they do.

B. Staff Management

Number of circles checked (10 max) _____

- ☐ Staff accountabilities are written and clear.
- ☐ Quarterly employee reviews are conducted.
- ☐ Staff members report to managers automatically.
- ☐ All staff members know what their contribution is.
- ☐ Each employee is in the job that uses his or her strengths; there is no suffering or mismatches.
- ☐ Consequences are imposed for nonperformance.
- ☐ Every employee is fully competent and skilled; there are no weak links or drag-me-downs. Every manager is qualified by experience, education, loyalty, motivation, and competence.
- ☐ No one is coasting or being carried by the firm.
- ☐ Everything has a deadline or promised completion date, and the employee and manager manage this.
- ☐ Staff members want to come to work and are well taken care of at work.

C. Planning and Strategies

Number of circles checked (10 max) _____

- ☐ The firm has a business plan that sets forth the strategic and operational objectives and programs for the year.
- ☐ Quarterly planning sessions are conducted with managers and staff.
- ☐ The market for the company's product or service is good or excellent.
- ☐ The business plan is being used, measured against, and updated at least quarterly.
- ☐ Well-sourced sales projections are used to establish inventory and personnel and cash requirements.
- ☐ The firm is going in a single direction, and every major decision supports that direction.
- ☐ The company has more than sufficient resources to meet its short-range objectives.
- ☐ Adequate cash is always available for emergencies.
- ☐ The firm has the right consultant, coach, banker, accountant, attorney, and other advisors to guide it properly.
- ☐ The company is not dependent on a single supplier.

D. Sales Management

Number of circles checked (10 max) _____

- ☐ Sales are being carried out only by those who can really sell. There are no extra bodies in the sales department.
- ☐ Salespeople are managed daily or weekly on results, and the source of less-than-quota results is known.
- ☐ Every salesperson has a daily quota and meets or exceeds this quota, regardless.
- ☐ Salespeople's compensation is adequate.
- ☐ The sales staff is a team working on a daily goal together. Awards are given.
- ☐ Unit sales volume is increasing.
- ☐ The sales staff prepares sales projections, and its performance against the forecast is monitored frequently.
- ☐ The sales staff is motivated, productive, and excited about its success.
- ☐ The sales department maintains an attractive visual display of group and individual sales.
- ☐ The sales department staff is supported well by every other department and is cheered on.

E. High Productivity

Number of circles checked (10 max) _____

- ☐ All paperwork is touched only once.
- ☐ Operations are fully computerized.
- ☐ Very, very few problems occur in any department. Any problems are handled immediately and the source is eliminated. The firm is a problem-free zone.
- ☐ A single individual has responsibility for the day-to-day operating decisions.
- ☐ The staff does very accurate work; nothing is thrown together or substandard.
- ☐ The staff works hard and intelligently, with no duplication.
- ☐ Decisions are pushed down as far as possible.
- ☐ Every meeting accomplishes something specific.
- ☐ Staff members communicate everything that is getting in the way of their productivity and know how to make their requirements known without complaining.
- ☐ Staff members have the equipment and training they need to *double* their productivity.

F. High Profits Now

Number of circles checked (10 max) _____

- ☐ The firm's profits are very, very high at a very conservative level of sales, or a whole lot is being sold.
- ☐ Profitability is not an issue or a problem in the firm.
- ☐ Staff and plants are being utilized at 80 percent plus.
- ☐ Break-even levels are low.
- ☐ Services and/or products are packaged so that they produce a stream of income, not just a one-time sale.
- ☐ The company is profit driven, not merely revenue driven.
- ☐ Budget variances are recorded, analyzed, and managed.
- ☐ Individual responsibilities for achieving financial goals are clearly defined.
- ☐ The firm is one of the leaders in the market.
- ☐ The firm's pricing policy is not tied to the market leaders.

G. Empowered Leadership

Number of circles checked (10 max) _____

- ☐ The CEO has a strong vision, and others have bought into it.
- ☐ The firm has a simple mission statement.

- ☐ The firm's culture is cooperative rather than adversarial.
- ☐ The firm has very large goals, and everyone is excited about reaching these goals.
- ☐ The CEO frequently interacts with employees at all levels.
- ☐ The CEO initiates huge requirements.
- ☐ The CEO is developing leaders, not just managers.
- ☐ Staff members are proud of the high-quality work they do.
- ☐ The firm is customer sensitive and customer driven.
- ☐ The staff is proud of its role in the success of the firm.

H. Trends and Ratios

Number of circles checked (10 max) _____

- ☐ Debt service as a percentage of gross profit decreased last year.
- ☐ The ratio of the company's total debt to equity decreased last year.
- ☐ All accounts receivable are being collected according to standards (average collection period is less than 150 percent of customer payment policy).
- ☐ General and administrative expenses are decreasing as a percentage of net sales.
- ☐ Profit margins have increased for core products or services over the last three years.
- ☐ No one customer accounts for more than 25 percent of total sales or receivables.
- ☐ Sales are consistent and increasing.
- ☐ Management turnover is less than 20 percent per year.
- ☐ Inventory turnover is high.
- ☐ Customer satisfaction and repeat buying are increasing.

I. CEO Personal Balance

Number of circles checked (10 max) _____

- ☐ The CEO has more time than he or she needs because everything is so well done or delegated.
- ☐ The CEO has a right-hand person or executive assistant who handles every detail so the CEO has space.
- ☐ The CEO has a strong, happy, and healthy personal life with lots of physical activity and pleasure, so work is just work and not his or her life.
- ☐ The CEO is adrenaline free.
- ☐ The CEO is putting aside plenty of funds with which to become financially independent.
- ☐ The company is always in good enough shape to sell.

- ☐ The CEO has a strong personal foundation.
- ☐ The CEO enjoys creating blockbuster results for the firm.
- ☐ The CEO does his or her 10 daily personal habits consistently.
- ☐ The CEO is proud of himself or herself as a human and as CEO.

J. Accounting and Taxes

Number of circles checked (10 max) _____

- ☐ Bank reconciliations are complete and up to date.
- ☐ All income, sales, and property taxes are filed, paid, and current.
- ☐ All bills are routinely paid on time.
- ☐ Payroll is automated, accurate, and effortless.
- ☐ Inventory procedures are in effect that insure an accurate account of usable inventory at the end of each month.
- ☐ The accounts payable ledger is current and includes all bills and purchase orders.
- ☐ The firm is current with loan payments and is in conformance with all loan agreements.
- ☐ Accounting department is well run.
- ☐ Financial statements are done by the 15th of the month.
- ☐ Each department gets the reports it needs and uses.

What Else?

Please write down the additional things your firm needs to be successful. Check them off when they have been completed.

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