

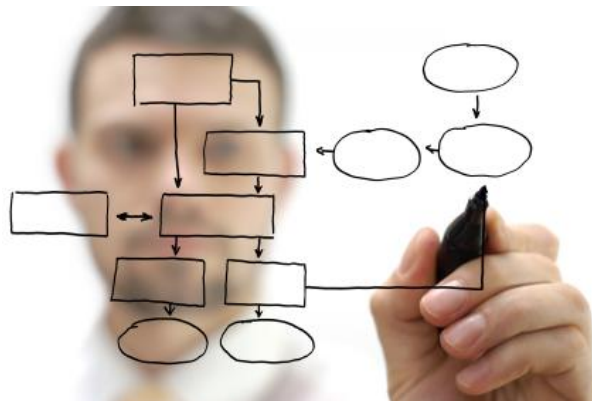
Business process (& other) documents are often overlooked for the value they create and deliver for organisations. So, how are these documents quiet business winners and what are the benefits in spending time and money in creating them?

The quiet business winners - benefits of business process (& other) documents

Before we get into the benefits of business processes and other important documents, let's clarify what we're talking about. So what are these documents? They can be summarised into 4 types, generally they are a document which:

1. Records who does what when - **a process document**
2. Provides support for staff - **user guides & manuals / handbooks / information documents/ checklists and maps**
3. Provides business rules for who can do what when - **policy document**
4. Answers queries - **frequently asked questions**

So, now that we have these business documents defined, let's talk about why your business should invest time in creating them.



These are the top benefits of developing these documents for your business, your staff and most importantly your customers:

1. **Provides clarity, continuity, training and accountability for staff.** Businesses grow and change all the time. Good process and business documents provide consistent and clear direction for employees. These documents will explain all that your staff will need to know:
 - what to do
 - how to do it, and
 - when to do it.

...[your staff will] know what to do, how to do it and when to do it.

This information can be used to train new staff (quickly and cost effectively) and for existing staff it will aid in succession planning and reduce the risk from a human resources perspective when staff changes occur. These documents can minimize the recovery period following staff departures. This can be costly if these important documents and processes need to be rediscovered and recorded. In summary, they capture the important information – how your business operates!

2. **Increases/improves and enhances client service.** The logic is not difficult to follow: better understanding = better service. If staff know what they have to do and when, then the outcome is simple. Your business and your employees work goes smoothly and efficiently. Of course, this is a win for your clients and in turn, your organisation. This information will also be used by your business to measure and promote service standards and build on your competitive advantage. If things do go wrong, it will also be easier to track down the source of the problem, resolve it quickly and stop it from happening in the future. That's continuous improvement on the move!

Businesses will be able to measure and promote their service standards

3. **Increases efficiencies across your business.** When the steps in the process, policy or user guide are clearly defined, work in your business will flow more efficiently. By documenting how your business operates will save you money and will assist in avoiding (costly) mistakes and rework.
4. **Improvement opportunities are easy to identify.** Flowing from the point above, business documents will help identify opportunities for streamlining your business

and saving on costs. Opportunities for changing and improving your business will become more apparent. This visibility will enable businesses to build on their competitive advantage, keeping their existing customers happy, and winning new customers through innovation and reputation. In addition, small incremental innovation over time can add up to significant savings to any business.

Opportunities for changing & improving your business will become more visible.

5. Ability to quickly respond to change and problems/issues.

When things in the business world change, business managers need to be able to understand how we are going to

...business managers need to be able to understand how to respond to change. If these business documents exist, there will be a reduction on two

levels: first in the time it takes to respond to change and secondly, confusion to staff and customers in understanding how your business operates. If problems or issues arise, these documents will provide the opportunity for quick assessment of the cause (and the effect) of the issue.

I hear you ask, does this really impact my business? Think about the number of different business transactions that your business undertakes yearly, monthly or even daily and ask yourself the following questions:

- Is the information written down and easily accessible for all staff?
- Is the information clear and consistent?
- Is your business ready to deal with and manage staff/business changes?
- Are you and your staff able to identify issues or problems and resolve them?
- Can you look for opportunities for and readily identify improvements for your business?
- Is there one source of the “right way to do things?” for new staff?

If you answered no to any of these questions, then the key to resolving the issues that stem from these questions may lie in creating one or more of these business documents. Any business that conducts itself using these key documents will be efficient, controlled, flexible, ready for change and is able to continually excel in customer service whilst, minimizing costs and overheads.

The benefits of these key business documents are considerable...

The benefits of these key business documents are considerable, but most notably they provide a blue print for your business and an excellent opportunity to build on your competitive advantage.

Invest in business process (& other documents) today, for the benefits tomorrow, it will be well worth it.

Who we are and what we do?

At **clear decisions** we improve your business by offering services in Project Management and Business Improvement. We are focused on delivering three key benefits:

- **Improve** the way your business operates
- **Grow** your business to the next level
- **Succeed** in achieving your strategic goals

At **clear decisions** we believe that change is a journey best undertaken with partners and advisors to challenge the status quo and inject an independent perspective into the process.

Want to find out more?

Contact **clear decisions** today to discuss your requirements or book a free business assessment:

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