

The Transition Accelerator Online

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Why processes make the business work

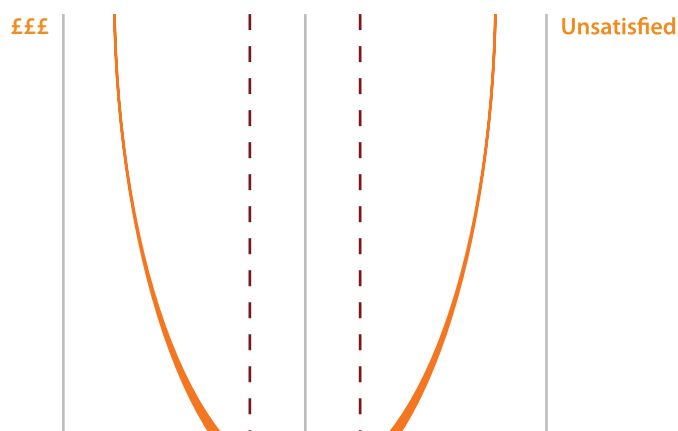
When your business first started you were the chief cook and bottle washer who did it all; prospecting, seeing clients, researching options, preparing letters and reports, completing forms and proposals, following up with providers and chasing payment. If the phone rang you answered it.

When this became physically impossible some of it was handed over to the new recruit, your trusty PA or administrator. Once they took over much of the administration work you lost touch with it completely. If they decided to leave you (heaven forbid) how would you cope? It is at this point that most business owners start to realise the importance of creating documented processes so that a role exists, rather than a person who owns the secret knowledge of how to make your business run effectively.

A business is nothing more than a collection of processes.

Genichi Taguchi was a Japanese engineer and statistician who challenged the view that producing a product or service within set parameters was an acceptable methodology. The commonly held view in manufacturing at the time was that some degree of tolerance around

Graph: 1 The Taguchi loss function



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