

# MAKING YOUR BUSINESS OPERATIONS LEAN

An 11 point checklist to become more robust and resilient in challenging times



Kerry Anne has a profound desire to get businesses organised. Through working with her, I learnt the structures required to upgrade my business online, especially through social media. I now have the know-how to create wonderful content, post wisely and to monetise my programs. I've become a more effective leader with organisational processes now put in place for Simply Better Health. Without this educational leadership I wouldn't be where I am today.

**Sandy B Simmons, Simply Better Health**

Companies which thrive amidst volatile markets do so because of their unfailing dedication to these fundamental pillars of business



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## 1. People will always have painful problems

Life itself can be relied on to bring challenges that are so difficult that people can't move forward without solving them.

## 2. People will always pay for solutions

Exemplary companies consistently understand their market's problems so well that they respond by devising solutions that people pay money for.

## 3. Cashflow will always be lifeblood

Maintaining the flow of these sales keeps the blood of the business pumping to cover essential business resources which keep trade going.

## 4. Profit will always be the bottom line

Retaining sales revenue has always relied on minimising how much it costs because success is always about how much the business can keep.

## 5. Time has always really been money

A lean operation eliminates waste by reducing the amount of time it takes to perform essential work across every area of the business.

Being ruthless with reducing the amount you spend in time and money is at the heart of running a lean operation.



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# Fast Fixes

## 1. Clean house

17% of time at work is lost because people can't find what they need. The fastest way to create more time is to organise the chaos. Dedicate one day to disposing of rubbish, sorting files, clearing emails and putting things away.



## 2. Cut indulgences

Most businesses have been enjoying indulgences that must go on hold when tough times hit. Start by being honest about the money you can save by saying putting those treats on hold for now.

## 3. Cut unnecessary tasks

Busy work is the enemy of efficiency. Establish what the highest priorities are now and focus everyone's efforts there exclusively. Bring all hands on deck to contribute to the main thing.



Kerry Anne is a master at her craft: she's concise, efficient, real, smart, and knows exactly how to create processes of efficiency to save massive amounts of time, energy and money. I highly recommend Kerry Anne for any business owner wanting to create smooth and efficient internal processes in their business.  
Thank you Kerry Anne!

**Aveline Clarke, Success Wizards**



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# Lean Financials

## 4. Conduct an expenses audit

Compile your last quarter financials to see exactly where your money is going now. Consider bills due at this time too. Evaluate your spending line by line to establish how long you can last, and where you can trim your costs.



## 5. Find more affordable alternatives

Your audit will reveal areas you can save funds for some quick gains. Replace expensive items with outsourced services, project based work, new suppliers, or alternative products.

## 6. Organise extensions and reductions

You need cash in your pocket now. Do everything you can to set up more profit-friendly arrangements for expenses you must keep. Eliminate, reduce and delay all payments as much as possible.



## 7. Slash unnecessary expenses

Start with subscriptions, contracts and memberships. Then go to utilities, supplies and overheads, then make the tough choices about staffing you can reduce or do without.



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# Lean Operations

## 8. Conduct a task audit

For one week, have all team members track how they use their work time. Set a timer at 2 hour blocks to pause work and record the individual tasks that were done. Note how long each task took.



## 9. Eliminate in-house work

Your audit will show opportunities for outsourcing and automation incl. sales and service, production, task and project management, order fulfilment, design, marketing, communications, site and resource management.

## 10. Restructure your workspace

Measure how long it takes to do a common task like getting paper from the printer: 10 times with a stop watch! Then reorganise your space to put everything you all need at your fingertips to save micro-moments which add up to hours.



## 11. Optimise processes

Some work has to be done by humans. Investing time in finding ways to reduce/eliminate the steps required to perform any given task will instantly save time - which is really cash in wages and output.



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I thoroughly enjoyed working with Kerry Anne and came to know her and her team as a valuable asset for healthy company growth. Kerry Anne is honest, dependable, and incredibly hard-working. Beyond that, she is an impressive organiser and long-term thinker. Kerry Anne honestly cares about meeting her clients needs and helping their business grow.

**Sarah Macdonald, Canine Comprehension**

You might be feeling the pinch of tough times in the marketplace. When trade slows down and sales start to decline, the core health of our business is put under the spotlight.

You and I are very much alike if you are highly motivated to do everything you can to reduce the amount of time and money it costs to run your business. Cutting back excess and eliminating waste is exactly what the doctor ordered to come out of this tough time fighting fit. If you would like to discuss practical steps you can take to make your business operations lean, I would be delighted to join you for that. Go ahead and book a call with me here:

**BOOK A CALL**



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## ABOUT OUR DIRECTOR

**K**erry Anne Nelson is known amongst her friends, family and clients to be a woman obsessed with formalising workplace processes to make things run smoothly. It was no surprise to her community when she decided to turn that into her career. Kerry Anne's life experience almost brought her to her knees when her husband passed away unexpectedly, and she was left to salvage a business that had no systems or processes in place. It was a nightmare.

**S**ince then, Kerry Anne has become Australia's most passionate advocate for systemising businesses. She takes business owners by the hand to help them avoid the pain of managing their staff without documented processes. She has so much to offer after two decades of hands-on practical experience growing her own businesses across service and retail industries, in both online and brick and mortar outlets. Kerry Anne now works as a workplace process architect. She uses her Lean Six Sigma training to maximise her years of experience in strategic management, workplace training, business events, and team leadership to help clients achieve take huge strides towards their ongoing business growth.

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