SOFTWARE IMPLEMENTATION GUIDES

Business Discovery Series

What does a good business look like? – An Overview.

Building on the guide assessing business fitness.

We explore what a robust and well organised business infrastructure

should look like.

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Business Infrastructure Documentation,

Consensus and SLT Sign-off.

Structure and Reporting lines are clear.
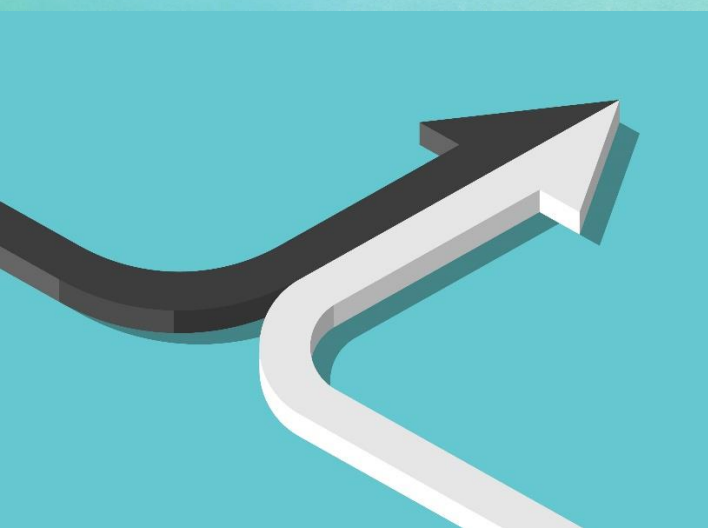
Documentation is:

- Readily available.
- Clear and concise.
- Easy amendable.
- Updated.

People know how to carry out their roles and what each person is responsible for.

Problems are **easily escalated** when they need to be and resolved in a timely manner.

There is **consensus** that the business is operating in the correct way with very little room for improvement.

Senior Leadership Team have **signed off** on all documentation with complete **understanding and agreement** of the make up behind each document.

Updating Your Documentation.

Example: New Hire.

Imagine you've just recruited for a new role.

You **document** the **role** and **responsibilities**. Along with the **placement** in **business structure** and **hierarchy**.

Senior Leadership Team **sign-off** on the **additions** and **adjustments**.

Everyone is **notified** of the **update**.

What does good business structure documentation look like?

There is far too much information on this to provide examples in this document, but here are some ideas of how to assess.

Take time to **compare with others**.

There are plenty of examples and resources online showing what good business documentation (e.g. organisation charts) look like.

Ask a **business associate** or **friend** for an **external opinion**.

Sometimes, people working for the company are hesitant to offer an opinion that might be considered negative. Therefore, they can't be replied upon for an honest and unbiased opinion.
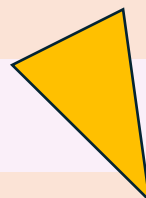
Work with an **external consultant**.

Consultants have the benefit of having been to hundreds of businesses. They can often see details that elude you. Because you're understandably wrapped up in the day to day running of your business.

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Don't over complicate it.

Simple and **Concise** wording, presentation and storage of your documentation.

Share it.

Everyone in the business should know how to access as much of the information as you are able to share.

Timely updates.

Processes in place to adjust documentation as required and **signed off** by the SLT.

You made it to the end, I'm not surprised, what a great document, eh!

In summary, ensure you've included everyone when discovering the information. When documenting it, ensure it is easy to understand, access, signed off and that all stakeholders agree with it.

I hope you found it helpful.

Also, if you don't think you can do all this stuff on your own, but need to, I can help you through it, here are my details if you would like to get in touch:

Website: https://prismo-pg.com/

Phone: 07811 753175

Email: danbevan@prismo-pg.com

LinkedIn:

https://www.linkedin.com/in/dan-bevan/

Thanks for reading,

Dan

Ps. You might have noticed the message in the footer. I'm happy for this content to be used by anyone, for any purpose, anytime, so go wild! I'll actually be really pleased if I see it used under someone else's logo or something, after all, there is nothing unique here. I've merely summarised the main things I'd look at, and how I'd start off, if I was carrying out this exercise.