

Your Business Matters Podcast Show

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Episode 03 – Working on your Business Delivery as a Foundation for Business Growth

In the previous episodes we discussed the foundations for growth, management and ownership roles and function and capacity. In this episode we are going to talk about the delivery as a foundation of growth and the best way to deliver your product or service.

Key points:

Delivery

- Systems and procedures – Quality control, efficiency, delegation
- Technology and automation – equipment/machinery, software and hardware
- Cloud Technology – accessibility, CRM auto emails, inventory or POS systems, job orders and job management, workflow, invoicing, collections
- People – right people, right tasks
- Tasklist
- Should, shouldn't, can't

- Client/Customer focus – A great Experience
- Repeat business/referrals
- Low complaints, refunds, fix ups

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