

BASIC MANAGEMENT OPERATIONS

These time tested management operations remain the foundational pillars to achieving business success. Use this simple document to quickly assess how well your organization's objectives and goals, organization structures, motivation and communication practices, measurement tools and processes, and people and self development activities are aligned to achieve the mission of your business. Use it also to determine what needs your attention NOW and ... later.

Business Name:	
Business Mission:	
Basic Management Operations	
Objectives and Goal Setting	<ol style="list-style-type: none"> 1. Clearly defined and documented vision for the business and for each function communicated and understood by all team members. 2. Clearly defined and documented objectives and goals for the business and each function appropriately communicated and understood by the people whose performance is needed to attain them. 3. Regular assessment of performance to goals for the business and each function.
Organization	<ol style="list-style-type: none"> 1. Clear assessment of technical and business functions needed to support the vision. 2. Clearly defined and documented roles and responsibilities for each function. 3. Current job descriptions for all positions including scope, responsibilities, skills required, job title, job level and compensation rate. 4. Staff selection and placement.
Motivation and Communication	<ol style="list-style-type: none"> 1. Clearly articulated organization values. 2. Clearly defined total compensation program. 3. Team member placement criteria and decisions. 4. Clearly defined career advancement opportunities. 5. Clearly defined other reward and recognition programs. 6. On-going communications to and from subordinates; to and from superior; to and from colleagues. 7. Annual or bi-annual team member satisfaction survey. 8. Employee assistance program. 9. Employee suggestion program.
Measurement	<ol style="list-style-type: none"> 1. Clearly defined measurements (quality, productivity, cost, revenue) for the business, each function and team member focused on the performance of the business and of every team member. 2. Analyze, appraise and interpret performance 3. Communicate meaning of performance to stakeholders. 4. Develop and utilize a dashboard to track performance with the focus on goals exceeded and not met. 5. Methods in place to celebrate goals exceeded and to bring needed focus to areas needing improvement.
People and Self Development	<ol style="list-style-type: none"> 1. New team member orientation program. 2. New team member training program. 3. Next level training for team members. 4. Cross training program. 5. Development of bench strength. 6. Career pathing opportunities. 7. Succession planning.
Other Areas of Potential Focus	
Clients	<ol style="list-style-type: none"> 1. Client satisfaction survey. 2. New client acquisition. 3. Competitive landscape 4. Client profitability.
Regulatory and	<ol style="list-style-type: none"> 1. Unique to business 2. General to business such as labor laws, sexual harassment, etc.

legal compliance	
Controls	<ol style="list-style-type: none">1. Technical processes2. Business processes3. Management processes
Other	<ol style="list-style-type: none">1. Pricing and business profitability enhancement.2. Annual budget3. Annual total compensation plan4. Long range planning5. Technology