

# BUSINESS OPERATIONS

For:	Date:
Inspector:	Telephone Number:

BUSINESS MANAGEMENT	YES	NO
Do you have a business plan?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have stated and obtainable objectives?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a mission statement?	<input type="checkbox"/>	<input type="checkbox"/>
Have you defined your keys to success?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a listing and description of your products or services?	<input type="checkbox"/>	<input type="checkbox"/>
Do you review your profitability (price, volume, cost) relationships annually?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a marketing plan?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know your market niche?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a sales strategy?	<input type="checkbox"/>	<input type="checkbox"/>
Have you established any strategic alliances?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use efficiency consultants or trainers?	<input type="checkbox"/>	<input type="checkbox"/>
Do you work with a certified accountant?	<input type="checkbox"/>	<input type="checkbox"/>
Do you work with a legal professional for formal contracts or agreements?	<input type="checkbox"/>	<input type="checkbox"/>

Do you have proper insurance and are the policies reviewed annually?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have sufficient business loans and/or capital?	<input type="checkbox"/>	<input type="checkbox"/>
Have you recently reviewed your location effectiveness and lease terms?	<input type="checkbox"/>	<input type="checkbox"/>
Do you plan to add partners or expand through acquisition?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a succession plan or plan of liquidation?	<input type="checkbox"/>	<input type="checkbox"/>

**ACCOUNTING AND FINANCE****YES****NO**

Is your business profitable?

Is your business growing?

Do you use a payroll service?

Are you current on all tax filings and payments?

Do you have a current tax reduction plan?

Do you have a business financial report that is current, readable and useful?

Do you prepare your own financial reports?

Do you have an operating budget?

Are your book debts current within 90 days?

Are you satisfied with your book debts write-off percentage?

Is your business cash flow steady from month to month?

Does your business have a cash buffer, continuity fund or line of credit?

Are your credit card balances paid off monthly?

Do you have access to low-cost capital or normal loan rates?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use accounting or sales software?	<input type="checkbox"/>	<input type="checkbox"/>
Have you recently reviewed your location effectiveness and lease terms?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a succession plan or plan of liquidation?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have an annual review of your accounting system?	<input type="checkbox"/>	<input type="checkbox"/>

MARKETING AND SALES	YES	NO
Have you defined your target market?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know your ideal client profile?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a marketing budget?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have business cards and letterhead?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have brochures or other promotional materials?	<input type="checkbox"/>	<input type="checkbox"/>
Do you assess your marketing effectiveness on a regular basis?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know where most of your new business is generated from?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any sales people or account representatives?	<input type="checkbox"/>	<input type="checkbox"/>
Are your salespeople/account representatives commission based?	<input type="checkbox"/>	<input type="checkbox"/>
Do you attend or exhibit at trade shows and/or conferences?	<input type="checkbox"/>	<input type="checkbox"/>
Do you receive referrals from customers/clients?	<input type="checkbox"/>	<input type="checkbox"/>
Do you receive referrals from other business professionals?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a website?	<input type="checkbox"/>	<input type="checkbox"/>



HUMAN RESOURCES	YES	NO
Do you have an employee manual and written policies and procedures?	<input type="checkbox"/>	<input type="checkbox"/>
Do you maintain current job descriptions?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have an organisational chart with management reporting?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use subcontractors?	<input type="checkbox"/>	<input type="checkbox"/>
Do you perform regular wage and benefit comparisons within your market?	<input type="checkbox"/>	<input type="checkbox"/>
Do you perform formal interviews and reference checks prior to hiring employees?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have an orientation programme for new employees?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a training programme?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have measurable and reasonable performance objectives for employees?	<input type="checkbox"/>	<input type="checkbox"/>
Do you perform formal annual written performance and compensation evaluations?	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide financial incentives based on productivity?	<input type="checkbox"/>	<input type="checkbox"/>
Are your employees well-suited to their current positions?	<input type="checkbox"/>	<input type="checkbox"/>
Do you experience difficulty keeping valued employees?	<input type="checkbox"/>	<input type="checkbox"/>



INFORMATION TECHNOLOGY	YES	NO
Do you use computers in your business?	<input type="checkbox"/>	<input type="checkbox"/>
Are your computers networked?	<input type="checkbox"/>	<input type="checkbox"/>
Do all your employees work from the same location?	<input type="checkbox"/>	<input type="checkbox"/>
Does your computer system enhance your productivity and professionalism?	<input type="checkbox"/>	<input type="checkbox"/>
Is your computer system and software customised for your business operations?	<input type="checkbox"/>	<input type="checkbox"/>
Are you using email to communicate with clients and employees?	<input type="checkbox"/>	<input type="checkbox"/>
Are you using a database to organise information?	<input type="checkbox"/>	<input type="checkbox"/>
Do you perform daily network backups?	<input type="checkbox"/>	<input type="checkbox"/>
Have you recently tried to restore a file?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have semi-annual workstation and server check-ups?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have system access security and virus protection?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have on-site software user training?	<input type="checkbox"/>	<input type="checkbox"/>
Are you using electronic organisers such as Microsoft Outlook?	<input type="checkbox"/>	<input type="checkbox"/>

Are you utilising voicemail, mobile phones and/or pagers?	□	□
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Presented by Robison & Co Ltd

*This checklist is of general interest and is not intended to apply to specific circumstances. It does not purport to be a comprehensive analysis of all matters relevant to its subject matter. The content should not, therefore, be regarded as constituting legal advice and not be relied upon as such. In relation to any particular problem which they may have, readers are advised to seek specific advice. Further, the law may have changed since first publication and the reader is cautioned accordingly. © 2013-2015 Zywave, Inc. All rights reserved.*