Systems Guide For Tradies

lifestyle TRADIE
the freedom to choose!

What are systems?

A system is the written documentation of an entire process or procedure, from start to finish. It's a "repeatable way of doing things" that has been perfected for efficiency and success.

Why do I need systems in my trade business?

1. Ease of training

With systems, training your new employees is breeze. You use the systems as guidance of what needs to be taught. In this way, you're not just teaching by 'doing' and 'hearing' but also 'visually'. Through systems, we even reduced the time it takes to train a new dispatch employee from six weeks to two!

2. No more unnecessary questions

Instead of asking you silly questions and wasting your time, employees only need to open their job systems to find the answer!

I'll give you an example, where one of our tradies was involved in a car accident. Before our dispatch staff even realised he had been in an accident (we have trackers on all our vehicles), the tradie had already called the insurance company, arranged a tow truck, gathered the right information from the other parties, and was en route in an Uber to his next job with hand tools in tow. And how did he know what to do? Systems!

3. Reduced mistakes

You have put particular systems in place because you know they work. This means that the only time something will go wrong is when an employee doesn't follow them, which they should be doing every time!

4. Consistency

Every tradie will be following the same system and doing the same thing at every job. In this way, your tradesmen will be providing consistent service for your customers. Consistently good service = happy repeat customers!

5. Control

Even when you're not there, you know exactly what your employees are doing. Control!

6. Gives you a business you can sell

Depending on what your ambitions are for your business, this is probably one of the main benefits of systems.

The knowledge and information required to successfully run your business is your main asset. If it's sitting in your head, it's useless to everyone else. With systems, should you ever wish to sell the business, the buyer can come straight in and immediately start running the business – no training needed!

How do I create and implement systems in my trade business?

Now you understand the amazing benefits of systemising your business, let's get to it!!

DUMP IT

SIMPLIFY IT

RECORD IT

STORE IT

SHARE IT
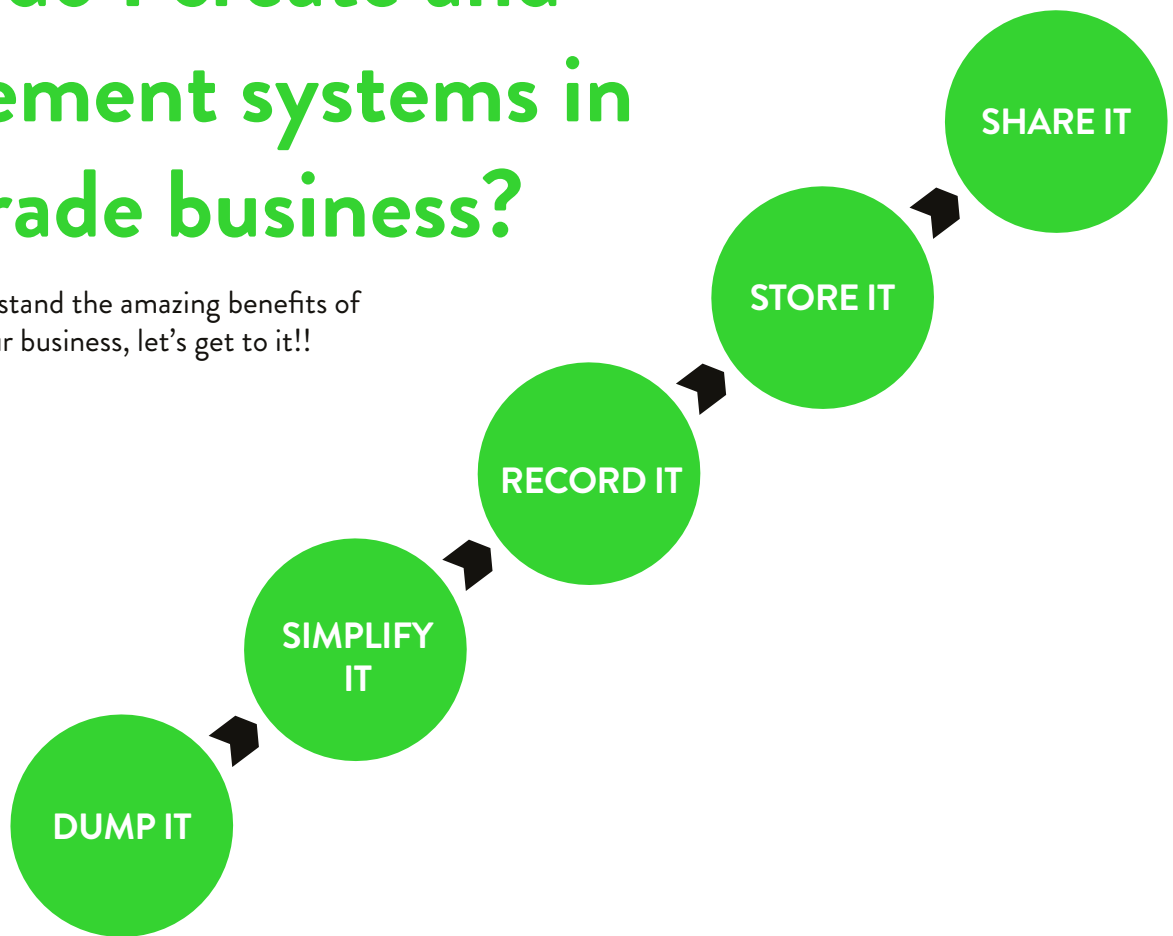
DUMP IT

When it comes to the systemisation process, Dump It, simply refers to putting pen to paper and brain dumping everything!

There are three gears when it comes to the Dump It process.

1. Brain

The brain-dump process is where you think about every single task you complete — and write it down!

2. Technology

Utilising technology in the Dump It process makes it easy for you to organise your thoughts neatly. Consider using a mind-mapping program such as FreeMind.

3. Checklist

The third gear is to utilise checklists. Create a list of every task you may encounter in your trade business and use this as a starting point to systemising!

After you've gone through the three gears of 'Dump It', it's time to think about which tasks you should systemise first. Which take priority?

Think of each task in relation to the questions below:

1. Frequency

How frequently does this task occur? If it's daily, then it should probably be prioritised over monthly tasks.

2. Questions

How often are you getting asked questions about the task? Or getting asked to teach someone the task? The more questions you are being asked results in more wasted time for you, so these tasks should be priority!

3. Common mistakes

How often is someone making a mistake when completing the task? If mistakes are being made regularly when doing a task, this should take priority!

4. 80/20 rule

The 80/20 rule is the idea that 80% of work in your business brings in 20% of the profit. As the business owner, why waste your time on day-to-day tasks (the 80%) if it's possible for you to outsource it or have a staff member do it? By systemising these tasks first, more of your time is freed up so you can spend it on more profit inducing projects/tasks!

SIMPLIFY IT

Decide who builds systems

If you are a one-man show with no employees, this will be you for obvious reasons. An advantage of this is you have complete control (and probably a better understanding of the tasks) over how everything is systemised.

If you have several employees, each function may be assigned to an employee. For example, your admin staff completes the administration systems whilst your tradesmen complete the tradespeople systems.

Communicate value (the why) and 'how-to'

Once you have established who will be creating the systems for each function, communicate this to them. They (or you if you're the one who does the task) will need to understand:

- How to make systems (this will come later)

- The positive impact systems will have on your business (why you're going through the systemisation process).

RECORD IT

Now that you have defined the activities and each step in each task, it's time to build the first draft!

When you've got the final product, it's time to make it look professional by utilising technology. In our business, we use flowcharting software such as Lucidchart or Microsoft Visio to turn our sticky-note creations into professional flowcharts.

After it has been flowcharted, someone needs to test it out to make sure it's right! Make changes, if necessary, after this stage until the flowchart is perfect.

STORE IT

Now you have created your systems, where do you put them? Your systems are useless if no one has access to them. Store it on a platform such as Google Sites.

SHARE IT

Finally, the Share It stage has arrived!

What are you going to do to ensure your staff a) have access to the systems so they can start using them, and b) understand what is expected from them and are being held accountable for it?

WANT HELP GETTING STARTED ON BUILDING YOUR SYSTEMS?

Download 'Our 5-Step Guide To Systemising For Better Productivity And Performance' to access templates, checklists, and worksheets that will guide you through systemising your business.

You're the one wearing the heavy load of responsibility — and suffering major stress.

Ready to change it?

✓ **Join our Facebook group, Kick-Ass Tradies**

Where you can gain access to trade-specific tips and resources, PLUS join the conversation with a community of like-minded tradies.

facebook.com/groups/kickasstradies

✓ **Jump on a Game Plan Call with Andy**

Register now for a 15-minute call with Andy now to smash out what you need to do right now, to provide you with clarity and direction in your trade business.

Head here to book it now

lifestyletradie.com.au/game-plan-with-andy