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# Questions for Business Growth

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## EXPANDING DELIVERY CAPACITY

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### What is your current flow of operations?

1. Have you created an operational model that ensures quality and high standards for product and/or service delivery as you grow your company? What does it look like?

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2. At what percentage of your present capacity are you currently operating? To what extent does this vary in different parts of the business?

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3. What percentage of what you do is based on written systems vs. on peoples' skills and experience? Please comment.

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4. To what extent do you have written training manuals or formal training procedures for new employees? If so, how would you rate their effectiveness?

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5. How well defined are succession plans for key individuals in your organization who might move on?

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6. What strategies do you use to ensure that your company is built to run seamlessly without you overseeing it every minute of the day?

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7. Have you taken all of the experience and intuitive knowledge that is unique to you and operationalized it across your organization? What specific measures have you taken to do this?

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8. If you answered “no” to the question above, do you have a way to get all of that information down on paper without completely disrupting the business? How much of a priority is this?

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9. Where, if anywhere, are you vulnerable in product or service delivery? What are you most concerned about?

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10. What, specifically, do you do to manage the quality of your deliverables?

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11. Do you ask for employee input on ways to improve operations? How often? What is the feedback you gain?

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12. What are your top three priorities for expanding your product or service delivery capacity as you grow?

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13. Do you maintain checklists for implementation? How are these checklists designed? How effectively are they used?

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**Notes/Insights:**

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