



The Challenge:

To every small business owner who has tried (and tired) of managing their business by the seat of their pants we offer a simple challenge: ***Document your business model and make great things happen. You'll receive FREE software, training and support. What do you have to lose?***

Bronze (Setup your business-model)

1. Create your company's organizational chart consisting of:

- Departments
 - Job-Roles
 - Employees

2. Create your company's basic strategic plan consisting of:

- Organizational Values
- Vision/Mission Statement
- Create a set of general strategic objectives for departments, roles and employees.

Silver (Create your management system)

1. Use your knowledge base to document the best practices associated with every role. Documentation can include:

- Step-by-step procedures (or video casts)
- Forms (including examples of correctly completed forms)
- Training materials

2. Develop specific and measurable strategic objectives for every department, role and employee.

3. Use your project management software to create projects designed to achieve every department and role objective in the time specified.

Gold (Use your management system)

1. Actively implement your strategic plan

2. Operations are scalable

- Roles are not dependent on key employees but well-documented systems
- Employees are free from job-traps and are easily promotable
- The company can scale quickly and accommodate rapid growth while maintaining the quality of its products and services

3. Use the Department Profile Page to manage meetings

4. Use the Role Profile Page to manage continual improvement

5. Use the Employee Profile Page to manage performance

Platinum (Achieve performance excellence)

A discretionary award available to the best run companies. The award is available to a maximum of 5% of a SBDC's participants.

The award is based upon achieving excellence in the following factors:

- Quality (and consistency) of company's products and services
- Customer satisfaction
- Employee satisfaction
- Positive team-culture
- Profitability
- Innovation
- Scalability
- Growth
- Continual improvement
- Positive contribution to the community