Systemising a Business is a Waste of Time

Systemising your business is a waste of time and systems do not add any value to your business.

Lately I have been seeing a trend on some social media sites, where people (and some well-known people) have been advocating that systems and procedures really have no place in business and can stifle the development of a business.

I can certainly understand the second part of their stance about systems stifling a business, but I continually see examples of businesses that continually struggle and have one challenge after another, who could benefit with correct business systems.

Where I believe the issue first arises with systemizing a business is the incorrect thought process that systems are rules and regulations that everyone in the business must follow.

Yes, business systems must be followed if you are working in a business where systems exist, but rather than rules and regulations, business systems should be guidelines and there should be a mechanism in place to enable those systems to be continually reviewed and ideas presented to improve systems where needed.

One of the other issues that arises is that a lot of time and effort is put in to building systems and procedures only for them to be left in a folder in the computer and/or on a shelf and not actually used. The systems therefore become outdated very quickly and do reflect the current business. Systems and Procedures Manuals should be living documents that are continuously updated to reflect the current situation of the business.

The systems and procedures should be ingrained in to the business, they really are:

The documented manner in which a business operates, they are part of the culture of the business.

If you do not have a systemized business, then the business runs purely on the people that work within the business and the business is being run by the same format in which the game Chinese whispers runs, and we all know how that ends up.

If you do not have systems and challenges arise you can-not determine if it is a result of the loose way in which the business is being run or in fact you have a people problem.

I could go on for ages, but I just want to finish with the 9 reasons/benefits I believe a business should systemize:

1. **Enables the owner and manager to clearly articulate how they want every part of the business to run**
2. **Enables the business to run under management, with the owner knowing that the manager understands what is required**
3. **Enables you to identify a potential problem before it gets too bad**
4. **Enables you to identify if a challenge is occurring because of a system problem or a people problem**

5.   **Everyone is operating from the same manual and can be held accountable**
6.   **Enables everyone to be involved in improving the way things are done**
7.   **Assists with inducting new people in to the business**
8.   **Speeds up the training and development of new and current team members**
9.   **Adds to the value of your business asset**

On closing when you are putting systems and procedures together

- **Do not write them for yourself, but rather for someone who has never done the task the system relates to**
- **Write them in simple plain English style**
- **Put down every step in the process**
- **Get someone who does the task the system relates to, to write it down as they are doing it**
- **Make sure there is a mechanism to continually review and update systems**
- **Tie the system in to the standard forms, reports, letters, etc**

If you are looking for assistance with the Systemisation of your business, then contact Darren Wedge from Wedge Consulting International on 1300 323 133 or darren@wedgecorp.com.au.

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