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SMME Clinic Masterclass

**Business systems,
Operational controls &
internal project management**

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Practical Business Remedies

Business Systems

Definition: Business systems refer to the structured procedures and workflows designed to achieve specific business objectives.

Importance:

- Streamlines operations
- Enhances efficiency
- Improves consistency and quality



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Business Systems

Examples:

- Customer Relationship Management (CRM) software
- Enterprise Resource Planning (ERP) systems,
- Inventory management tools.
- Accounting software etc.



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Operational Controls



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Definition: Operational controls are measures put in place to ensure adherence to established processes and policies.–

Importance:

- Minimizes errors and risks i.e. Consistency
- Ensures compliance with regulations
- Facilitates decision-making

Operational Controls



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Examples:

- Access controls,
- Financial controls,
- Quality control processes

Internal Project Management

Definition: Internal project management involves organizing and overseeing tasks and resources to achieve project goals within the organization.

Importance:

- Ensures projects are completed on time and within budget
- Facilitates collaboration and communication among team members
- Enables tracking of progress and milestones



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Internal Project Management

Examples:

- Project management software (e.g., Trello, Asana, or Microsoft Project)
- Gantt charts
- Task lists.



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KEY STEPS



Business Operations



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Customer Discovery; Customer Acquisition & Customer Retention are the core of your business existence. Document your ways!

Day-to-day operations is what determines month-on-month/year-on-year performance. Map them!

Know your Customers and how they receive value from your team.

Business systems & processes



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Embrace technology, it's no longer an option not to

Understand your processes first before implementing systems

A more comprehensive system means more efficiency

Is it making you money? Is it cutting down your cost? Is it making you more efficient?

It's less about the system and more about managing change in your team



Operational Independence

Be mentally prepared for redundancy

Use correct tools; Track correct metrics

Take a step back slowly and see the effect of your distance gradually.

Recruit, Train and Build leaders across the team.

Insist on accountability at all cost!



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Leveraging Technology



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Technology plays a crucial role in managing business processes and daily operations efficiently.

Benefits of using technology:

- Automation of repetitive tasks
- Centralized data storage and accessibility
- Real-time monitoring and reporting



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Thank You!



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