

Simple Systems SOP

Write processes your team will actually follow

THE PLAY (ONE LINE)

Find the work only you are doing, know your numbers, then write the leakiest process on one page so simple your team actually follows it, and hand it over.

Why this matters

"As they start growing, we need to make sure that we've got the systems in place. Because honestly, you can't scale chaos."

Owners who skip this end up with what Mitchell calls a busy job with overheads: more staff, more money maybe, and no time.

1. Mindset

should I be the one doing this?
steps 1 to 3

2. Habits

the boring stuff, done consistently
step 8, every month

3. Systems

one simple page per process
steps 4 to 7

The 8 steps

- 1 **Ask the mindset question.** List yesterday's work. Next to each item: "Should I actually be the one doing this?"
- 2 **Know your numbers: client stack.** Rank clients by share of revenue. Flag any one client or sector you could not afford to lose.
- 3 **Know your numbers: real hourly rate.** Log a week of invoicing, quoting, ordering and chasing work. Divide what you earned by all the hours.
- 4 **Fix the leakiest process first.** Usually enquiry to quote to yes. Aim for the same result time and time again.
- 5 **Write it on one page.** Trigger, 5 to 7 steps, owner, what done looks like. "Really, really simple. So people actually follow them."
- 6 **Hand it over with access and authority.** Logins plus permission to decide. Other people can do it, not just you.
- 7 **Systemise speed to lead, keep a human in it.** Automate the alert and first reply; name the person who calls back.
- 8 **Repeat what works, review monthly.** "If something is working in business, do it more." Change it only when results dwindle.

Time-and-process worksheet

Task I do now	Hours / week	Who should own it	One-pager written by (date)

Biggest client = _____ % of revenue

Real hourly rate (all hours) = _____

☐ Mindset list done, items circled

☐ Client stack ranked

☐ One week of hidden hours logged

☐ Leakiest process written on one page

☐ Handed over with logins + authority

☐ Monthly numbers review in the calendar