



7 OF 7 BEST
Business and Life Strategies, LLC

THE SNOW MILLIONAIRE MASTERY *Intensive*

SUPPORT SYSTEM MODULE Introduction

“Communication - the human connection - is the key to personal and career success.”

Paul J. Meyer

One of the areas that the majority of business have trouble with is what happens after the client signs a contract.

In short... how do you ensure the work gets done correctly and how do you ensure that the client gets invoiced correctly?

How many times, we as owners have had sleepless nights not knowing whether or not the production crews are doing the project that you sold?

How many times do we as owners wonder if accounting is invoicing the right dollars? I can't tell you how many times I wondered if there was extra work done on the project and that the extra work was billed?

Some of the questions that has plagued us over the years:

- What happens to the client's contract information?
- How does the information get stored?
- Where should the information go?
- What information goes to Accounting?
- What information goes to Production?
- What information goes to Accounting but not Production?

These may sound like simple questions on the surface but the solution to all of these questions is the creation and implementation of support systems throughout the entire organization.

We will examine the systems, or the inter-departmental systems that will connect the Sales, the Production, and the Accounting departments.

The final result of this module will take the chaos and confusion that plague so many organizations and gives us, the owners:

Peace of Mind.

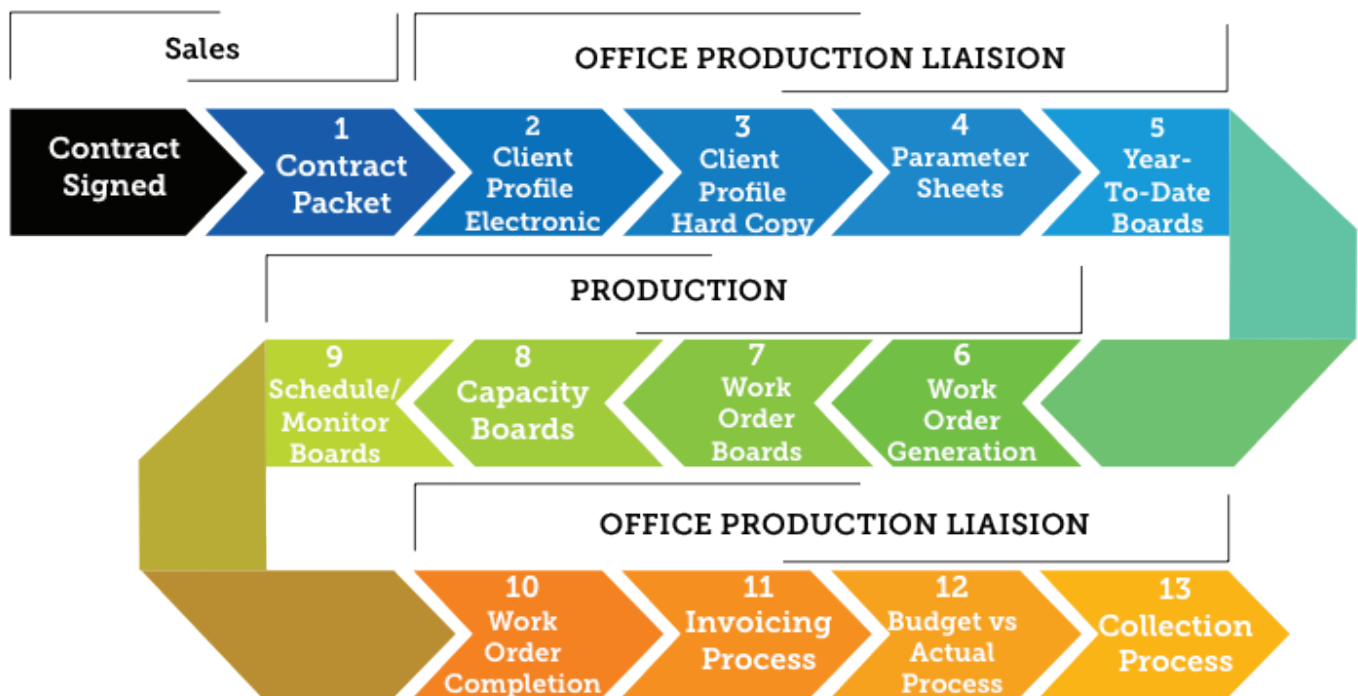
In Module Two Support Systems, we will understand, create and then implement:

1. What happens to the information – the [Contract Packet](#)
2. Where does it go – storing the information in [Client Profiles](#)
3. Who needs the information – each department get [Parameter Sheets](#)
4. When is this information created – [Pre-Season Work Orders](#)

Support Systems are the first tier of the 7 of 7 BEST Flow:

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Contract Packet to Work Order to Invoicing Flow



I was working and teaching at a large landscaping organization and in the middle of a discussion on how the “new and approved” Work Order / Invoicing System was working or how it was not working.

We implemented this system 2 months before and we were first reviewing the system and flows of the system. And second, we were looking to see if it truly was helping all the departments.

As I was reviewing the systems and the templates on how they were working and blah, blah, blah flows to production and blah, blah, blah flows to accounting, a hand raised from one of the production foreman.

He held up a work order and stated, how am I suppose to complete this work order to build a wall at so and so client and I have very little information on what, how, when to do the project. (Well, let's just say he said this with just a few more colorful words!)

I was smiling ear to ear because I knew at this very moment: “Here is the exact reason that it so important to have clear, concise information from Sales”.

OMG, I could not have made up a story or gave a better sermon from the mount that would make each of the departments see how important this information flow is to **ALL** of us.

I stopped and asked the sales administrator to help the foreman understand what she does in her department and what information she gives the production and the accounting departments.

She was beside herself and did not recognize what she did and what information or lack of information she gave out from the contact effected the organization.

This leads us into an excellent method to fix the information flows: The Contract Packet.

The problem the organization above was a problem with their inter-departmental communication within the organization. In this case what the Sales Department was sending to the Production Department.

In this module we will help you know the what, where, how, and the when of a contract. What to do with the information, where the information goes in the organization, how it is used in all the departments, and when the information flow is completed.

As a result this will improve your internal communication processes and eliminate many of the problems you're facing. It will mean you can do what you do best: get the client, make the sale, and know the work in the production and accounting are getting done.

SUPPORT SYSTEM MODULE

In this module we will help you understand and implement the Systems and Templates that will put a support system into your organization:

- I. The Contract Packet – This is a record of everything you need to know about the client when you get the job. You'll store both a physical copy as well as a computer copy for future use.
- II. Client Profiles – How the information is stored, where it is stored, and who will be accessing the information.
- III. The Parameter Sheets – The cliff notes of information for the Production and Sales Departments to do their work.
- IV. The Preseason Work Orders – Making sure that all the information for the client is completed.

With these Systems and Templates in place each department is now supporting the other two departments by providing the information they need to know, when they need to know it.

As with the “work order” issues from one of my foreman as well as our explanation from the sales administrator about interdepartmental communications, the organization was soon on their way back to better flows and information.

So let's get started with implementing the support systems and their templates that are the backbone of interdepartmental communication for your organization.