

OPERATIONAL CHARTS FOR SMALL BUSINESS

A How to Guide by Empowerment Group



Every entrepreneur, whether they work alone or with employees, should take inventory of all the different tasks and departments involved in their business. This will help you stay organized with who is responsible for what and provide a visual guide for everyone to refer to. Here's a few quick steps to take to create a helpful operation chart.

How to Create an Operational Chart

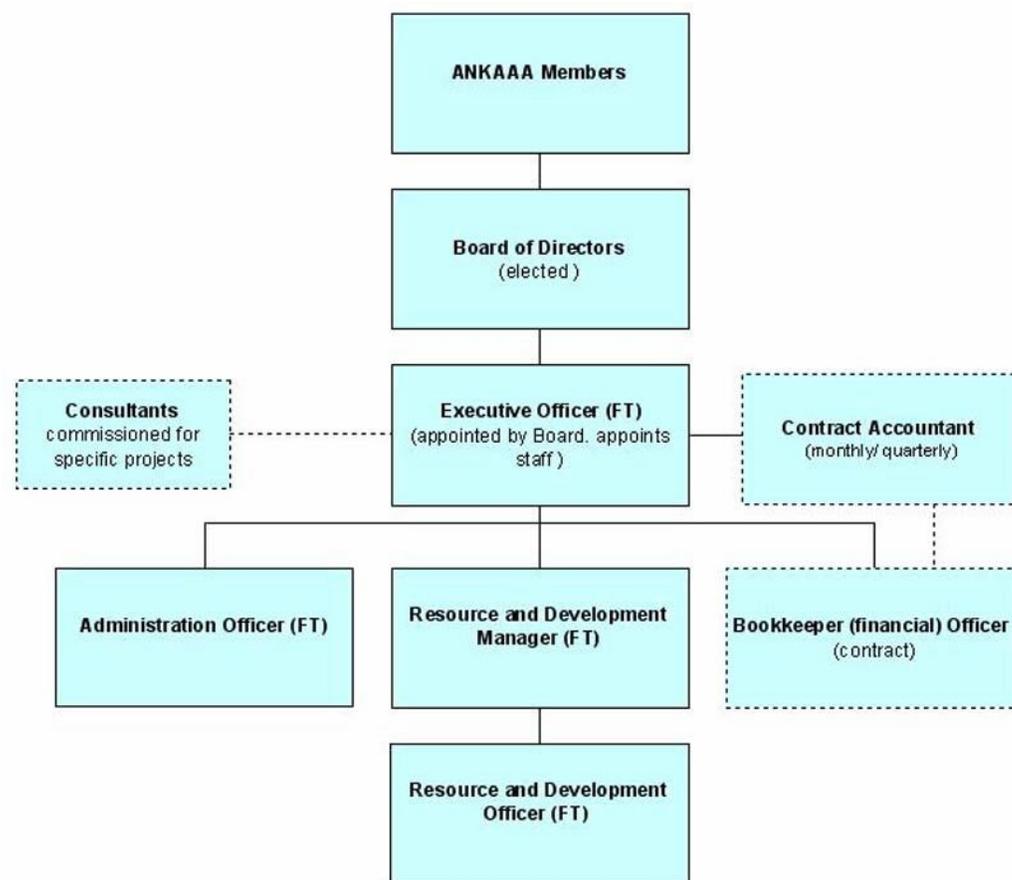
Every entrepreneur, whether they are a sole proprietor or have employees working under them should take inventory of all the different tasks and departments involved with their business. This will help you stay organized with who is responsible for what and provide a visual guide for everyone to refer to. Here's a few quick steps to take to create a helpful operation chart.

- Make a list of every type of task you and your employees perform. Categorize them in terms of marketing, operations, finance, sales, administrative, etc. This will give you the basis for what should be included in the chart.
- Outline who does what if you have employees and if there's room to hire anyone else. If you're a sole proprietor note any room for outsourcing or hiring on someone.
- To make the chart, use a program such as Microsoft Word or Publisher. These programs will give you options to create a diagram. You can add and move things around yourself. Also, you can try to code different positions by color if that's useful. You should have boxes with each department with the name and position of each person who performs within these categories. Here's an example of a basic operational chart:



Example of Operational Chart

Here's an example of a basic operational chart:



This is just a basic example, but should give you an idea for the structure of an operational chart.

- Once your chart is complete be sure to distribute it to everyone who works in your business. Update it on a regular basis as well if positions and employees change.