

## Small Business Stages of Development

	<i>Finance</i>	<i>Management</i>	<i>Operations</i>	<i>Marketing/Sales</i>	<i>Owner's Personal Needs</i>
<b><i>Infancy</i></b>	<p><b>Plan and establish:</b>                      Accurate &amp; timely:                          Bank reconciliation                          Financial statements                          A/R &amp; A/P                      Financial literacy training                      Define break-even                      Define income sources                      Technology training                          Accounting systems                          Other                      Tax planning                      Tax preparation</p>	<p><b>Plan and establish:</b>                      Basic Goal Setting                      Vision-Mission Development                      Core Values Development                      Plan organization structure                      Hiring/recruiting team                      Motivate/educate team                      Basic OSHA &amp; HR                          Requirements/compliance                      Compensation Planning                      Strategic Planning Processes</p>	<p><b>Plan and establish:</b>                      Production systems                      Delivery systems                      Workflow mapping                      Facilities planning                          Technology                          Space                      Technology Installation                      Disaster Planning</p>	<p><b>Plan and establish:</b>                      Marketing plan                      Client/customer segmentation                          Analysis                      Identify/target ideal customer                      Establish contact database                      Customer service/sales                          Training                          Systems development                      Sales Protocol                      Host Beneficiary Relationships                      Guarantees &amp; Warranties                      Customer Complaint Protocol</p>	<p><b>Plan and establish:</b>                      Personal tax preparation                      Personal tax planning                        Personal financial                          Planning</p>
<b><i>Adolescence</i></b>	<p><b>Develop and document:</b>                      Basic Flash Reporting System                      Business Performance Reviews                      Budgeting - Forecasting                      Ratio analysis                      Banking/financing                      Shorten Accounting Cycle                      Trend analysis                      industry Comparisons                      Cash Flow Analysis                      Accounting Systems Review                      Accounting Personnel Recruiting                          &amp; Training</p>	<p><b>Develop and document:</b>                      HR systems                          Job descriptions                          Procedures manual                          Performance reviews                      Employee Benefit and Compensation                          Planning &amp; Analysis                      Bonus/Incentive Programs                      Team Building Activities                      Performance Standards Dev.                      Training - Education                      Management Team Development                          &amp; Training Programs                      Develop Company I.Q. Programs</p>	<p><b>Develop and document:</b>                      Quality Control Systems                      Inventory Control Systems                      Vendor Relationship Review                      Technology review - upgrade                      Basic KPI Monitoring                          Quality                          Productivity                          Utilization                          Capacity</p>	<p><b>Develop and document:</b>                      Pricing Analysis                      Feedback Systems                          Customer Advisory Boards                          Surveys                      On site Feedback Program                      Marketing Review-ROI                      Basic KPI monitoring                          Conversion rates                          Cost of Acquisition                          Attrition Rate                          Lifetime Value of a Customer                          Average Sale/Frequency                          Product Mix Analysis</p>	<p><b>Develop and document:</b>                      Wills, trusts, etc.                      Personal financial planning                      Estate planning                      Retirement planning                      Investment planning</p>
<b><i>Formalized Performance Measurement Systems Installation</i></b>					
<b><i>Maturity</i></b>	<p><b>Enhancements:</b>                      Advanced Financial Modeling                          Economic Value Added                          Balanced Scorecard Review                      Portfolio Management                      Succession Strategy                      Activity Based Costing                      Capital Expansion Analysis                      Advanced Financial Management                          Training                      Tracking the Life Cycle of Cash                      Merger, Acquisition, Joint                          Venture Planning</p>	<p><b>Enhancements:</b>                      Board of Directors meeting                          Facilitation                      Retreat facilitation                      Equity &amp; profit sharing plans                      ESOP planning/execution                      Activity Based Management                      Open Book management                      Preparing the business for sale                          Business valuation                          Transition management</p>	<p><b>Enhancements:</b>                      Reduce Product/Service Cycle Time                      Expansion Planning                      Facilities Investment Planning                      Resource Allocation Reviews                          Equipment                          Human resources                      Facilities Enhancement                      Feasibility Studies</p>	<p><b>Enhancements:</b>                      New Product Development                      Back-End - Ancillary Product                      Strategies</p>	<p><b>Enhancements:</b>                      Personal tax planning                      Personal financial planning                      Estate planning                      Gift planning                      Succession planning                      Retirement planning                      Wills, trusts, etc.                      Portfolio Management</p>