



# Kestrel Business Assist

## Merry Christmas And A Happy New Year Resolution !

One extremely important and effective practice of successful managers is accountability.

### Who are you accountable to?

Some small business owners may answer “**No-One**” to that question.

A more thought provoking answer is “**Myself**”.

If the answer is “No-One”, then it will be likely that the results we achieve don't really matter. If the answer is “Myself” then we have a mark to perform against.

No-one but you knows what you can or have achieved when analysing your progress. Importantly, often no-one but you knows when you *don't* achieve.

This isn't about pushing yourself further, (as if that's possible!). It's about upholding your part of the bargain you make to yourself.

Accountability defeats procrastination. Put time frames on things, don't put them off.

### Why not resolve to be more accountable in 2006?

One very easy and effective way to become accountable is to conduct a monthly performance analysis of your business and your tasks. Develop Key Performance Indicators and learn what the numbers should be. Use obvious ones such as sales (compared to last year or to budget) Cash flow, P & L reports, Inventory levels, and maybe develop customer service KPI 's specific to your business (win backs, referrals, repair turnaround, quotes to orders, etc)

In this monthly meeting state your to do list. Add some dates for completion. Then review these points next month. Run these meetings yourself, with your partner, a small management team or use **Kestrel Business Assist** in this role.

Put your list where you can see it or, if you are really brave, where someone else can see it! Key Performance Indicators develop a habit for yourself and a *culture* of accountability.

### Kestrel Business Assist.

We believe in a profit driven business that is focused and accountable. Contact us now.

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