

## **Biz Whiz Success Program™**

Are you satisfied with the success of your business? Can you identify the key factors to consistent success and profitability? When we work with business owners and Independent Professionals, we start off with the Biz Whiz Success Program™ assessment. The following questions are just some of the items we cover. Check the statements that are true for your business:

- The company/firm has an objective system to quantitatively measure customer satisfaction.
  
- We conduct quarterly meetings with key clients and make changes to improve products/services.
  
- We continuously add value to products and services, whether the customer asks for it or not.
  
- The business knows what our customers want and need even before they do.
  
- Employee reviews are conducted quarterly.
  
- We identify under-performance (or non-performance) and resolve it effectively.
  
- Every employee is fully competent and skilled. Every manager is qualified by experience, education, motivation and competence.
  
- Every project has a deadline or promised completion date and this is managed by the employee and manager.

***"Harnessing the energy that makes great things happen."***

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- We use a business plan that sets forth the strategic and operational objectives and programs for the year.
  
- The business plan is being used, measured against and updated at least quarterly.
  
- The company/firm is not dependent on a single supplier.
  
- We track sales daily or weekly on results and identify and resolve the source of unsatisfactory results.
  
- Sales staff is motivated, producing and excited about their success.
  
- Sales department staff is well supported by every other department.
  
- Very few problems occur in any department. When problems occur they are resolved immediately and the source is eliminated.
  
- Decision-making is pushed down as far as possible.
  
- Every meeting has an agenda and accomplishes something specific.
  
- Services/products are packaged to produce a stream of income, not just a one-time sale.

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- The company is profit-driven vs. merely revenue-driven.
  
- Individual responsibilities for achieving financial goals are clearly defined.
  
- The firm is one of the leaders in the market.
  
- The CEO frequently interacts with employees at all levels.
  
- The CEO is developing leaders, not just managers.
  
- The Firm is customer-sensitive and customer-driven.
  
- Profit margins have increased for core products or services over the last three years.
  
- No one customer accounts for more than 25% of total sales or receivables.
  
- CEO has a strong, healthy personal life.
  
- CEO is committed to creating breakthrough results for the business.

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