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IPMG Business Health Check Template

Rate your business health

When thinking about the state of your business today, please allocate a score of 1, 2 or 3 to the following Business Health Factors (1=below your expectations, 2=meets your expectations, 3=exceeds your expectations).

Please be honest with your rating – your business, your customers and your staff are counting on it!

Business Health Factors	What to consider	Rating (Circle your choice)
Consistency of business systems and processes	Consistent business systems and processes ensure regularity of business performance, which is critical to delivering customer service and efficient outcomes.	1 2 3
Staff performance	People are key to driving business performance – are you getting value from your investment in people? Are your expectations and staff job responsibilities being met?	1 2 3
Financial performance	Are your expectations regarding the financial performance of the business being met? Are you a solvent business (i.e. consistently meeting current financial commitments), and are you also meeting financial projections and budgets?	1 2 3
Billing, invoicing and debtor management	Are your customers meeting your payment terms? Are billing processes and follow-up timely and in close proximity to when services or products are provided or sold?	1 2 3

Cash flow	Cash flow is the blood in the veins of your business, allowing you to operate day to day. Is the blood flow strong or weak? Does the business experience periods of tight or constrained cash flow that impact day-to-day operations?	**1**	**2**	**3**
Creditor payments	Are you meeting your obligations and commitments to suppliers? Are you meeting your statutory payments on time, to parties such as the ATO?	**1**	**2**	**3**
Work in progress	The strength and diversity of your WIP is a measure of the business maintainable earnings. Do you have a solid order book into the future?	**1**	**2**	**3**
Staff culture	Is your people culture conducive to a positive, open and interactive team environment that is rewarding for the business and the individuals that work within it?	**1**	**2**	**3**
Quality of job delivery	Are you actively and dynamically measuring the quality outcomes of what you sell/provide? Or do you only find out about quality when you get a complaint or a negative CSI score?	**1**	**2**	**3**
Client servicing	Are your clients' expectations being met? Measure this by seeking feedback from clients, and keep track of repeat business and customer retention.	**1**	**2**	**3**
Organisation and scheduling	Do you feel in control of the day-to-day activities your business undertakes? Are tasks planned, scheduled, prioritised?	**1**	**2**	**3**
Risk management	Do you have an active process within the business for identifying and addressing key risks – payment, market, customer, safety – that may dramatically impact the fortunes of your business?	**1**	**2**	**3**

Business sustainability and reward for owners	Are you maintaining and growing the value of your business? Are you getting a decent remuneration as an owner working in the business for your day-to-day work, and also a return on the funds you have employed? How vulnerable is the business to outside events?	**1 2 3**
Business plan and budget/ projections documented for FY16	Successful businesses have a keen eye on the future. They plan out where the business needs to be at least in the next 12 months (and beyond) and they have a budget and projection for how that will be achieved.	**1 2 3**
		Total Score....................

What your results mean:

30 plus If you scored 30 or more, chances are your business has a sound health for the years ahead. You might want to consider strategic growth opportunities or other refinements to assist with your longer term success.

20 – 30 If you scored between 20 and 30, chances are you'll be experiencing some aches and pains, either internally with regards to delivery and performance, from a cash flow or financial perspective, or from other factors. Consider seeking the assistance of IPMG who can explore and recommend some solutions.

Below 20 If you scored below 20, chances are it's time for some significant 'surgery'. A performance review or other such options, including restructure, turnaround plan or possible sale or divestment, may need to be considered. Contact IPMG for a confidential discussion regarding your options.

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Template created by JPAbusiness Pty Ltd, Orange, NSW and refined for IPMG.

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