



# Business Systems Accelerator

## WORKBOOK 3: SYSTEMS CHAMPION



# Welcome!

Welcome to the Business Systems Accelerator, the definitive workshop to train your Systems Champion and your team to document your critical systems.

This is what I believe to be the biggest game changer in creating business systems and will help you accelerate the time it takes you to get to ***Minimum Viable Systems.***

You'll walk away with the step-by-step guide to identify, train and empower a Systems Champion to help you go from running an “*owner-dependent business*” to proudly owning a “*team member-independent business.*”

Let's dive in, shall we?

Join me and let's get your systems sorted.

**David Jenyns**  
Founder of SYSTEMology

A stylized, handwritten signature in black ink, consisting of several sweeping lines that form the name 'David Jenyns'.



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# 1 Your Role



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## **Position Description: Systems Champion**

### **Objectives Of This Role**

- Advocate and ensure that every team member follows the systems implemented within the organization.
- Understand and have capable knowledge in developing, writing, and editing systems/instructions.
- Develop a solid skillset to extract, document, edit and improve systems.
- Encourage and advocate the use of company systems.
- Teach and guide team members with the company's 'way' of documentation and organization of systems.
- Assist in the development of a systems-thinking culture and approach.
- Continue studying new approaches to meet and improve the objectives listed above.

### **Responsibilities**

#### **Business Operations and Strategies:**

- Collaborate with the CEO, department heads and leadership team to identify areas of priority for system documentation.

#### **Team Performance:**

- Lead the team in creating systems from various sources including but not limited to videos, screenshots, verbal interviews and other sources.
- Proactively responsible for creating processes, continuously reviewing and maintaining the accuracy when workflows are modified.
- Review all systems and be responsible for ensuring their ease of use, quality, usefulness and consistency.
- Work across various departments to make sure that enough documentation is available to generate effective materials for the required audience.
- Be responsible for ensuring all new team members are correctly trained with the company's systemised approach.

#### **Efficient Communication:**

- Ability to give clear instructions and facilitate systems capture and accurately transfer into a system document.
- Encourage and lead team members to support and participate in systems development.

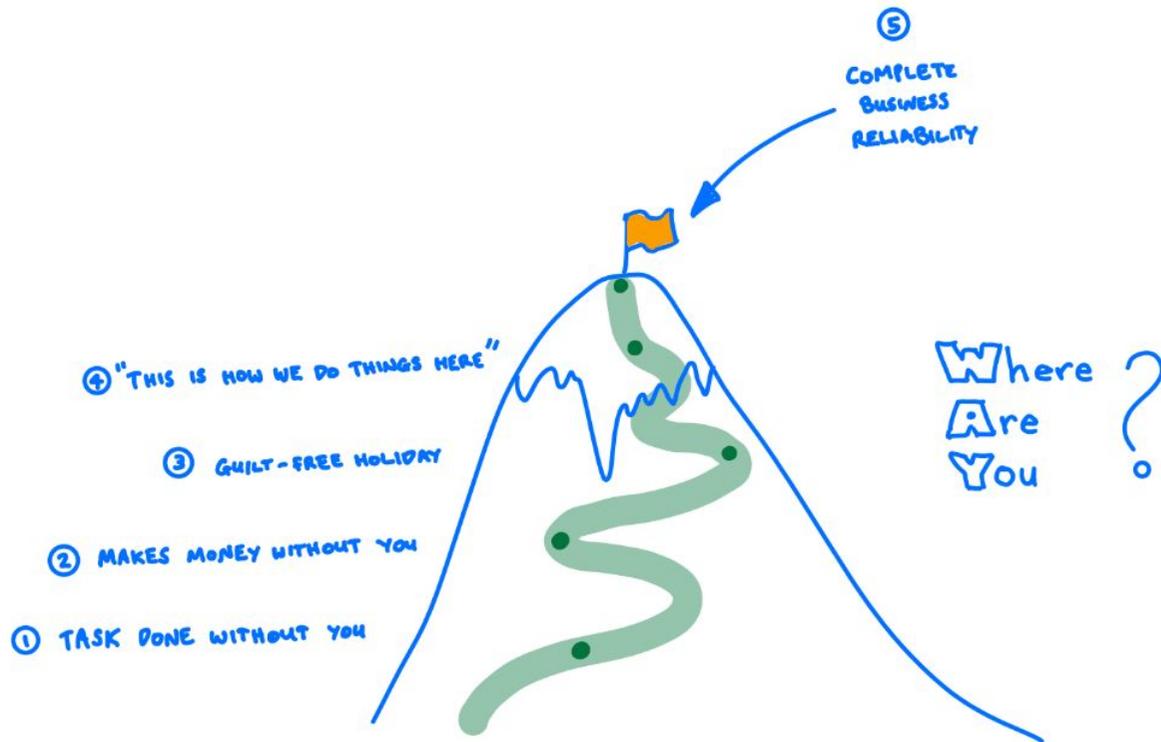
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# STRENGTHS & WEAKNESSES

BUSINESS OWNER	SYSTEMS CHAMPION
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# 12 Month Roadmap

# ROADMAP



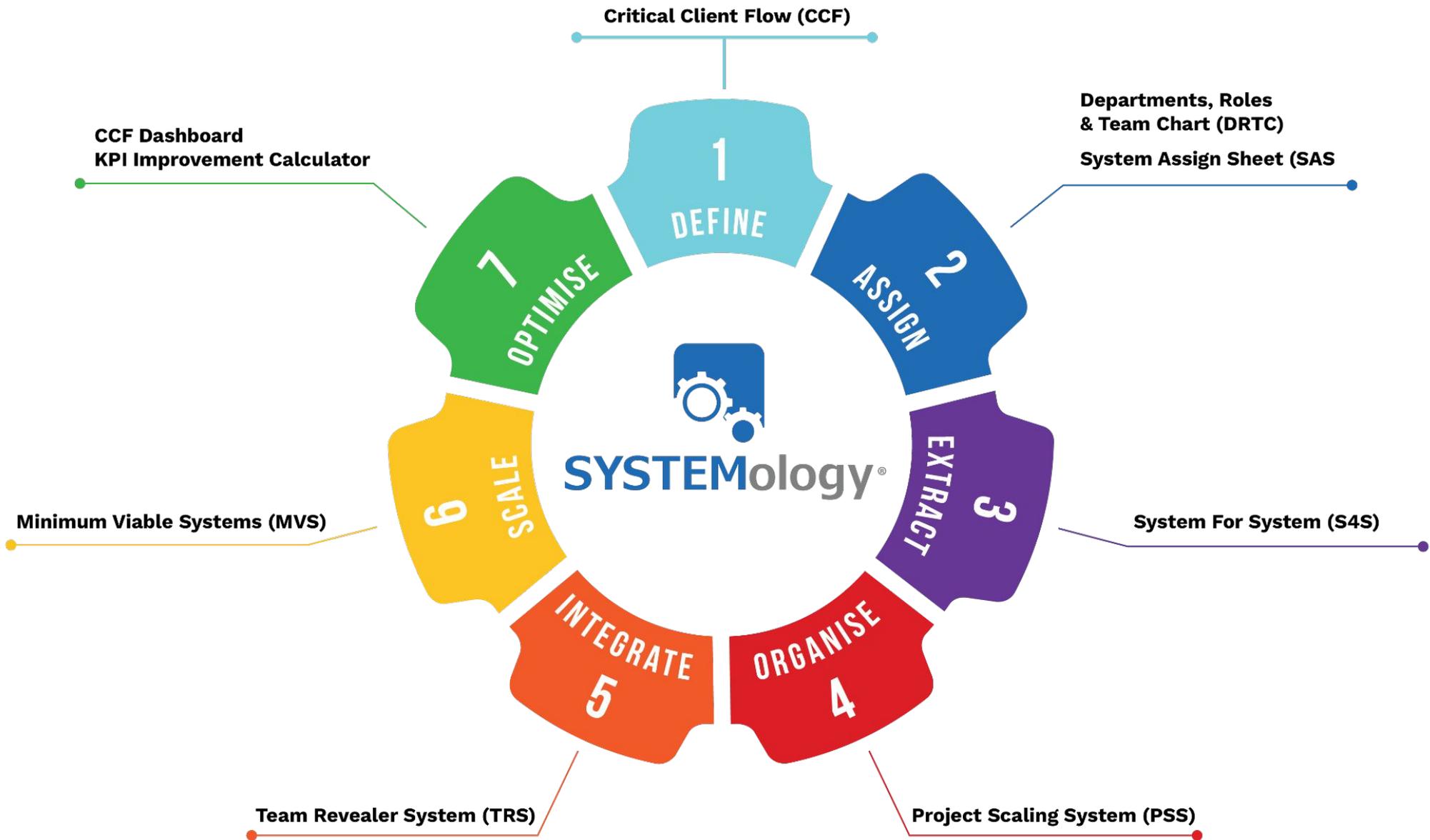
## ACTION ITEMS

- ①  LEARNING
  - GENERAL
  - SPECIFIC
- ②  IDENTIFY SYSTEMS CHAMPION
- ②  COMPLETE & DOCUMENT CCF
- ③  COMPLETE & DOCUMENT MVS
- ④  BUILD SYSTEMS INTO BUSINESS DNA → RECRUITMENT ONBOARDING
- ④  MANAGE VIA SYSTEMS
- ⑤  OPTIMISE SYSTEMS
- ⑤  ACHIEVE COMPLETE BUSINESS RELIABILITY

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# 7 Stages of SYSTEMology

# 7 STAGES OF SYSTEMOLOGY



# SYSTEMOLOGY STAGES



Define critical systems to deliver a core product without key person dependency.

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# SYSTEMOLOGY STAGES



Identify knowledgeable team members who know how critical tasks are completed.

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# SYSTEMOLOGY STAGES



Work with knowledgeable workers to extract and document critical tasks.

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# SYSTEMOLOGY STAGES



Select your tools and organise the knowledge.

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# SYSTEMOLOGY STAGES



Get your team onboard with your process driven culture.

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# SYSTEMOLOGY STAGES



Define critical business systems to operate without key person dependency.

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# SYSTEMOLOGY STAGES



Develop a systems improvement machine.

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## Key actions for each stage:

1. Create first draft of CCF and keep working it.
2. Populate DRTC and SAS to define your 1st sprint.
3. Complete your first extraction and accompanying documentation.
4. Decide where your systems will live.
5. Schedule your first meeting/workshop.
6. Complete MVS, transfer to SAS and define your second sprint.
7. Create KPI dashboard and system to ensure it's updated.

# 4 Reality

# TIMELINE

**Months 1-3**

**Months 4-6**

**Months 7-9**

**Months 10-12**



# SPRINT 1: CCF

**Start date:**

**Target finish date:**

**Objective** | What are we trying to achieve and why is it important?

**Resources** | E.g. The book, templates, checklists, SYSTEMology training, hire a SYSTEMologist.

## Milestones:

- Complete CCF
- 15-20 critical systems extracted
- CCF documented & organised

**Action items** | Write here...

## SPRINT 2: MVS

**Start date:**

**Target finish date:**

**Objective** | What are we trying to achieve and why is it important?

**Resources** | E.g. The book, templates, checklists, SYSTEMology training, hire a SYSTEMologist.

### Milestones:

- Define systems for 2nd sprint
- Extract critical department systems
- MVS documented & organised

**Action items** | Write here...

# SPRINT 3: HR SYSTEMS

**Start date:**

**Target finish date:**

**Objective** | What are we trying to achieve and why is it important?

**Resources** | E.g. The book, templates, checklists, SYSTEMology training, hire a SYSTEMologist.

## Milestones:

- Create recruitment systems
- Create onboarding systems
- Create management systems

**Action items** | Write here...

# SPRINT 3: TDWMQA

**Start date:**

**Target finish date:**

**Objective** | What are we trying to achieve and why is it important?

**Resources** | E.g. The book, templates, checklists, SYSTEMology training, hire a SYSTEMologist.

## Milestones:

- Complete TDWMQA
- Document TDWMQA systems
- KPI dashboard & update system

**Action items** | Write here...

# 5 Action Plan



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# HOMEWORK

## Quick start action plan:

- Complete draft CCF
- Create your first system
- Get support from the owner (make video)
- Extract and document CCF
- Share with the team (meeting/workshop)
- Plan your 2nd sprint

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# Access The Resources

<https://systemology.com/bsalive>



**SYSTEMology.com**  
**hello@systemology.com**

