#### **Bottleneck Buster for Small Business Owners**

#### **Step 1: Identify the Bottleneck**

- Clearly pinpoint the area where workflow slows or halts.
- Interview key personnel to gather detailed insights on exactly where and when bottlenecks occur.

#### **Template for Identification:**

- Process Name:
- Frequency of Issue:
- Team Members Involved:
- Symptoms of the Bottleneck:
- Impact on Business (time lost, customer dissatisfaction, revenue):

#### **Step 2: Analyze the Root Causes**

- Examine the bottleneck thoroughly to identify underlying issues.
- Utilize simple tools like the "5 Whys" technique for deep-rooted analysis.

#### "5 Whys" Template Example:

- **Problem:** Orders are consistently shipped late.
  - Why? Packaging takes too long.
  - Why? Inventory isn't organized efficiently.
  - Why? There's no clear inventory layout.
  - Why? Team hasn't established a standardized system.
  - Why? Lack of training and clear instructions.

#### **Step 3: Prioritize Solutions**

• List potential solutions clearly ranked by ease, cost, and impact.

#### **Solution Prioritization Template:**

Solution	Ease (1-5)	Cost (1-5)	Impact (1-5)	Total
Implement inventory labeling system	4	2	5	11
Employee training session	5	3	4	12
Workflow automation tool	2	4	5	11

(Higher totals indicate a higher priority)

### **Step 4: Streamline & Implement Solutions**

•	Develop clear, actionable steps to address prioritized solutions.
•	Assign accountability and timelines.

Implementa	ation Template:
• Solu	tion Chosen:
• Res	ponsible Person:
• Star	t Date:
• Com	pletion Date:
• Step	s to Implementation:
C	Step 1:
C	Step 2:
C	Step 3:
• Reso	ources Needed (tools, budget, training):

#### Step 5: Monitor & Adjust

- Establish clear metrics to measure success post-implementation.
- Schedule routine checks to confirm bottleneck resolution and make necessary adjustments.

#### **Monitoring Template:**

- Metric to Track (e.g., shipping times):
- Target Outcome (e.g., reduce by 30%):
- Monitoring Frequency (weekly, monthly):
- Person Responsible:
- Date of Review:
- Adjustments Needed:

#### **Step 6: Continuous Improvement & Prevention**

- Foster ongoing process refinement to ensure bottlenecks don't reoccur.
- Regularly engage employees in identifying and suggesting improvements.

### **Bottleneck Buster Worksheet**

This worksheet provides a structured, systematic approach to identifying, analyzing, and resolving

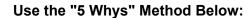
u.	~ \ \ \ \	4~		thic	14/01	امراء	heet:
п.	) W		1150	1111	will	K 🖴 I	1001

- Clearly document each step thoroughly.
- Review and update regularly to proactively manage and prevent operational bottlenecks.
- Keep completed worksheets accessible for continuous improvement and future reference.

### **Step 1: Identify the Bottleneck**

- Process Name:
- Frequency of Issue:
- Team Members Involved:
- Description of the Bottleneck:
- Impact on Business:

## **Step 2: Analyze Root Causes**



- 1. Why?
- 2. Why?
- 3. Why?
- 4. Why?
- 5. Why?

### **Step 3: Prioritize Solutions**

Proposed Ease Cost (1-5) Impact (1-5) Priority Total Solution (1-5)

(Rate each solution: 1 = lowest, 5 = highest. Higher totals indicate higher priority.)

# **Step 4: Streamline & Implement Solutions**

• Chosen Solution:

Responsible Person:	
Start Date:	
Completion Date:	
Implementation Steps:	
• Step 1:	
• Step 2:	
• Step 3:	
Resources Needed (tools, budget, training):  • •	

# Step 5: Monitor & Adjust

• Metrics to Track:

Target Outcomes:
Monitoring Frequency:
Responsible Person:
Next Review Date:
Adjustments and Notes: • •
Step 6: Continuous Improvement & Prevention
Next Scheduled Review Date:
New Potential Bottlenecks Identified:
Proposed Solutions:
Employee Suggestions & Comments: