Info Sheet – Objectives of an Operations Manual

As the owner of your business, you are like the conductor of an orchestra. Just imagine it. You have a group of musicians to mould and develop into a fine musical group. One problem. Every time rehearsal begins, each musician brings his or her favourite piece of music; each has their own different song on the music stand. When you raise the baton and begin conducting, it sounds like chaos. Just noise, certainly not music.

"What went wrong?" you ask yourself.

It's simple.

The conductor is responsible for the orchestration of the whole system. Each player needs to look at the same score of music, the same document, even though they are only accountable for one particular part of the musical score. Clarinets have their parts, as do the trumpets and percussionists. Each part is important to the whole piece of music. Beautiful music is produced when everyone is playing the right part of the same song.

As the conductor, you must make sure that each musician has the same score of music, the same document of operations for your business.

It is your vision, your symphony. So you must devise a system for assuring that each member knows exactly what part to play, as well as when and how to play it. That will produce the symphony you want your business to be.

This business will serve as a model for others. The model will provide consistent value to the employees, customers and suppliers beyond what they expect.

Documentation says “This is how we do it here.” It describes how to “get the job done” in the most efficient and effective way. It is effectively a How-To-Do-It Guide