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**Tough Times Business Checklist**

**February 2023**

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| **No** | **Action Item** | **Completed** |
| 1. | Review your Budgets and set realistic and achievable targets for 2022/23. |  |
| 2. | Be careful with can’t pay customers and get rid of won’t pay customers. |  |
| 3. | Review debtors list and chase up overdue invoices (if appropriate). |  |
| 4. | Offer existing debtors extended payment terms and/or discounts (if applicable). |  |
| 5. | Make sure your terms of business contain explicit payment terms. |  |
| 6. | Assign responsibility to one individual for invoicing and collections. |  |
| 7. | Agree extended payment terms with all suppliers in advance (if applicable). |  |
| 8. | If appropriate, review banking facilities and discuss future needs. |  |
| 9. | Put extra effort into making sure your relationships with your better customers are solid. |  |
| 10. | Review and flow chart the main processes in your business (e.g. Sales processing, order fulfilment, shipping etc) and challenge the need for each step. |  |
| 11. | Encourage team members to suggest ways to streamline and simplify processes (e.g. sit down and brainstorm about efficiencies and cost reduction). |  |
| 12. | Use ‘bottom up’ budgeting where everyone in the office gives input on areas over which they have control – target a 10% cost saving. |  |
| 13. | Review your staffing needs over the next few months. |  |
| 14. | Get your members of staff involved in a discussion of likely trading conditions and get their input on reducing costs and maintaining revenues. |  |

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| **No** | **Action Item** | **Completed** |
| 15. | Review your list of products and services and eliminate those that are unprofitable or not core products/services. |  |
| 16. | Establish your key performance indicators (KPI’s) and measure them on a daily basis e.g.:   * Sales Leads Generated * Orders Supplied/Fulfilled * Cash Balance * Stock Turnover * Debtor Days * Gross Profit * Net Profit |  |
| 17. | Review efficiency of business processes and consider alternatives such as outsourcing certain activities locally or overseas. |  |
| 18. | Pull everyone together and explain the business strategy and get their buy-in. |  |

