

Operating Manuals! Program

Are You a Contractor...or a Firefighter?

If you're like most cabinetry businesses, you spend the majority of your day putting out the fires set yesterday, with the knowledge that the fires you put out today are bound to pop up again tomorrow.

The bad news is this stressful pattern is going to continue until you change some things about the way your business runs.

Maybe you're lucky enough to have a good size business where other people can work on things and deliver the products and services your company sells. If so, there are other people who can potentially help but they can't because no one is quite sure how you really want things done.

In the meantime, you are killing yourself trying to do everything.

It doesn't have to be this way...

The *Operating Manuals!* Program

The intention of the *Operating Manuals!* Program is to get the housekeeping and operational aspects of the business under control. Hold people to those policies and procedures, and then you can get on to bigger and better things - like making money and having fun!

Putting your own *Operating Manuals!* to work will allow you to provide excellent, consistent service for each customer, every time they interact with your company. Imagine opening your customized *Operating Manuals!* with your newest employee and saying, "Here's what you do when you work here, and here's exactly how you do it."

I believe in the power of a well-thought-out and written-in-plain-English set of policies and procedures. I have seen it in action and what it has allowed us to achieve within our family business – I know it can achieve the same for you!

But what makes me qualified to advise you how to run your company?

My Experience in the Industry

Our family cabinetry and millwork business was founded in 1988 by my dad. Somewhere in the middle of my 15 years spent working alongside him, I had an epiphany.... I suddenly realized that our entire job boiled down to getting only two things done: we had to make the phone ring and we had to be able to answer it.

As is the case with many family businesses, our family had never written down the company rules or regulations. Common sense was our only operating guideline. But *who's* common sense? Imagine a supervisor saying to a new employee, "What are you doing? The stain can't have any streaks and the lacquer can't have any debris. Anyone with any common sense knows that." This can lead to needless confusion.

We finally got rid of the chaos that was getting in the way of serving our customers, solving their problems and making money.

What Will The Future Look Like For You?

What will your business look like in a year from now? What about five years from now?

How will you ever grow if you are...

- Still working *in* every aspect of the business—instead of *on* it?
- Unable to hire and train people up quickly to do things the company way?
- Spending the bulk of your time answering the same questions day after day?

Wouldn't it be nice to be able to get people up and running, doing their jobs properly, and making you more money within just a few weeks?

Wouldn't it be *really* nice to have a business that could run without you?

You can do all of these things and more with *Operating Manuals!*

Ready to get started!

We've got a package for every budget – plus exclusive discounts for CKCA Members!

Customized *Operating Manuals!* - Phase 1

CKCA Member Investment - \$10,397.00 (*reflects a 35% discount*)

Save your business the years of time and trouble it takes to develop operations manuals
– let us come to you and show you results this year!

- Includes three days on-site at your business to collaborate with Senior Management*
- Creation of a customized Operations Manual
- Creation of additional Cabinetry and Design tasks as applicable to your company's specific needs: Production Apprentice, Production Technician, Boxes, Doors, Countertops, Finishing, Designer Manual, Production Engineer
- Remote support for 60 days via phone, email and/or web-conferencing
- Provide your company with Master copies of all materials in Microsoft Word documents to allow for easy updating
- Lays the foundation for the Training Curriculum (offers the business the tools to improve efficiencies and increase output from current employees)

**Travel, accommodation and meals not included in package price*

Customized *Operating Power!* - Phase 2

CKCA Member Investment - \$10,397.00 *(reflects a 35% discount)*

This follow-up program offers the opportunity to enhance your Operations Manual with a separate Manager Manual and full Orientation Process for new employees.

- Includes three days on-site at your business to collaborate with Senior Management*
- Creation of a customized Manager Manual with chapters including: Financial Manager, Office Manager, Production Manager, Installation Manager, Warranty Service Manager, Fleet Manager, Warehouse Manager, Purchasing Manager, Sales Manager and Marketing Manager
- Full customization of an Orientation Manual designed to fast-track onboarding – get your new employees working at full capacity in the first 90 days!
- Orientation checklists for all key positions to keep the onboarding process effective and efficient
- Provide remote support for 60 days via phone, email and/or web-conferencing
- Provide your company with Master copies of all materials in Microsoft Word documents to allow for easy updating

**Travel, accommodation and meals not included in package price*

Build Your Own *Operating Manuals!* Program

CKCA Member Investment - \$2,499.00 *(reflects a 35% discount)*

For those who don't need the on-site and hands-on support, this budget-conscious option allows every business to benefit from our 5 years of hard work developing these manuals!

- Includes the three most important manuals for key roles – CSR, Designer and Install Technician
- Sample organizational charts
- Step-by-step instructional videos that walk you through the process
- Robust workbook and handouts included
- Opportunity to purchase up to 28 additional manuals

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