

## Systems

Every business that runs like a business is running on systems. Yes, it takes good people to run the system, but people run the systems and the systems run the business. The goal is to get the right people in the right place within a working system.

### Steps to getting started

Every time there is a question, mistake, miscommunication, or something goes right or wrong - set up a system.

#### Example

The delivery driver runs out of gas on the freeway because the driver forgot to check the gas until he was already coming back from a long delivery.

#### Possible solutions (systems)

- A - Keep an extra gas or debit card in the delivery car
- B - Put a note on the steering wheel that says "Check the gas gauge!"
- C - Make it part of the driver's daily routine to top off the gas after the route every day

#### Example

The dental office is mad because we charged them for an implant analog and they claim it was included in the case bag.

#### Possible solutions

- A - Every case that comes in gets inspected and everything dumped out of the bag or tray or whatever is came in - into a case pan - then the inspector writes down everything that came with the case. If that is a system that happens every time - every case - you can confidently tell them it was not included in the case.

Follow through and set up a system every time anything happens that shouldn't. It is time consuming to stop and set it up, but it is totally worth it the next time the possibility of that situation comes up, but it flows smoothly on the system that was designed just for that possible problem.

If someone comes up with a system to solve a problem before it happens - before there is a problem - use lots of praise and possibly a bonus to communicate how valuable that forward-thinking is to you and the business.

Systems save time and money. In fact, larger labs run completely on systems. They could not be a business any other way.

The good news is when the business runs on systems it does not need the owner running around putting out fires, wearing all the hats of a business owner. The business runnings on systems is a completed product. It can be sold for the highest price of any business for sale. Of course, selling is completely up to the owner. The completed business is highly valuable to companies that own businesses and it is highly valuable to the lab owner.

The owner can go on a 3 week vacation, then come back to the lab and see that it is still going along just how it was left.