

# Pobody's Nerfect

The Art of Identifying and Fixing Broken Systems

---

Broken systems, left unfixed, can grow into massive business problems overtime.

One of the scariest parts of this broken system "creep" is that a strong market with high demand can mask the systems that would fail super fast in a slower market.

When things are good, we get so busy putting out fires and making money that we just role with it and do the best we can - but when things turn sour, it is too late. We don't have the profitabilty, lean structure, and agility to adjust and roll with changing market demands.

The High Performance System Compass something we developed over years of evaluating and upgrading system performance. This "compass" is the very process we used to develop systems that cut construction times and half and doubled our margins.

Make the choice to dive deep into this framework. Put your systems through the "ringer" and start your journey to a more simple, predictable, and profitable business.

**LET'S DO THIS!**

## The High Performance System Compass

---

**Step 1:** Measure your level of ownership

**Step 2:** Check to see if your systems are serving you

**Step 3:** Make your systems profitable

**Step 4:** Get the four P's in place



# THE High Performance System Compass

Use this tool often for each of your systems to ensure that they are performing at the highest capacity. It's kind of like taking your systems to the doctor for a regular check up!

What system are you evaluating?: \_\_\_\_\_

## STEP 1: Measure Your Ownership

Your ability to take ownership of a broken system will be the difference maker in whether this compass is effective or not. *You are responsible for making sure that High Performance Systems are in place and upheld in your business. Any recurring issue is the result of a lacking system.*

### Ask yourself these questions as you think about your level of ownership in this particular system:

- What policies have you implemented? Are you sticking to them?
- Are your processes clearly documented? Is everyone that touches your business trained on them?
- Are you taking action to find an automated solution? Or is your plan to just get really mad again the next time it happens?

## RANK YOUR LEVEL OF OWNERSHIP ON A SCALE FROM 1 - 5

1

2

3

4

5



## STEP 2: Are Your Systems Serving You?

Remember that a system is supposed to be a time hack - not a time sucker. If you are spending all your time managing your systems, you are just a system management company. The goal in this step is to evaluate whether your systems are running you or your business. *(Secret tip: you want them to run your business)*

### Ask yourself these questions when evaluating whether your systems are serving you properly:

- Is this system adding unnecessary steps towards the ultimate goal? Or is it taking away steps?
- Is this system eliminating the need for a position, or creating the need for a position?
- Is it creating questions? Or answering them?
- Is it automatically resolving issues? Or magnifying the issue?

### RANK HOW WELL THIS SYSTEM IS SERVING YOU ON A SCALE FROM 1 - 5

1

2

3

4

5



## STEP 3: Are Your Systems Profitable?

At the end of the day, your profit margin is what really matters! That is how you are going to stay in business! Every system in your business is either adding to, or taking away from your bottom line. Take some time to think about what impact this system has on your profitability. What adjustments need to happen to make this part of your business a money maker for you!

### Ask yourself this question:

- Is this system adding to my profitability (whether indirect or directly)?

This can be a challenging question to answer for some systems in your business - remember that EVERY system is either adding to, or taking away from your bottom line.

## RANK HOW PROFITABLE THIS SYSTEM IS ON A SCALE FROM 1 - 5

1

2

3

4

5



## STEP 4: Are the 4 Ps in Place?

The 4 P's:

- Purpose
- Process
- Policy
- Plain & Simple

These are the foundational components of a High Performance System!

### Ask yourself these questions:

- Does this system have a CLEAR purpose?
- Is the process documented and is everyone well trained on it?
- Do you have clear and documented policy for this system? Is it upheld as policy, or just a strong recommendation?
- Is the system PLAIN & SIMPLE so that even a caveman could understand it?

**RANK THE PRESENCE OF THE 4 Ps IN THIS SYSTEM ON A SCALE FROM 1 - 5**

1

2

3

4

5



## TOTAL EVALUATION

**If this system scored less than a 5 on any section of the High Performance System Compass: NOW IS THE TIME TO FIX IT!**

---

Remember, letting even a small issue go for too long can result damage beyond repair.

Set goals with your team to make necessary adjustments to get this system ranking at a strong 5! There is a lot that you can't control - but you certainly CAN control how fine tuned your systems are.

Do this exercise quaterly for all of your systems to ensure a smooth sailing ship!





- NOTES -

