

Writing a Business Plan - One Step at a Time

A step-by-step system for new entrepreneurs.

Booklet 10 - Operations

This booklet will assist you in gathering information about the day-to-day operations of your business, including furniture, equipment, location and special requirements.



Worksheets

- 10-1 Business Operations
- 10-2 Equipment and Furniture
- 10-3 Facility and Location
- 10-4 Facility - Ownership and Selection
- 10-5 Other Special Requirements or Environmental Concerns

10-1 John's Business Operations

Provide a general description of the day to day operations of the business, including days and hours of operation, holidays and seasonal aspects of your business.

Days of the Week Open

6 days, Monday to Saturday

Hours of Business

8:00am - 6:00pm

Days Closed

Sundays, and some religious holidays, depending upon customer needs.

Seasonal? Yes No
If yes, give details.

Other Important Operational Issues Special to Your Business

Use this section to discuss areas not mentioned in our worksheets but important to your type of business. Examples:

Distribution (Delivering your product or service to customers)	
Franchises	Inventory control
Use of other assets.	Packaging/Labeling
Department of Health requirements	Liquor licensing, etc.

- Have an adequate amount of inventory to reduce the amount of times per week I will need to order supplies. This, in turn, will reduce my freight costs.

- Will write down every item used from inventory and reorder when it becomes necessary.

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Hours of Business

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Franchises	Packaging/Labeling
Use of other assets.	Liquor licensing, etc.
Department of Health requirements	

10-2 John's Equipment and Furniture

Provide a general list and description of equipment under each section. This list should summarize the detailed list you provided under Start-Up.

Discuss: Age Reliability
 Cost to maintain Rented or leased
 Owned Your equipment capabilities compared to others
 Other important considerations.

Office - Desk, chairs, computer, fax, photocopier, etc.

The usual office equipment - Desk, coffee pot, chair adding machine, filing cabinet in good to average condition.

New fax / answering machine:

- Fax to reduce costs, time and errors in ordering parts.*
- Answering machine in case I am not in a position to answer calls. Message will tell them when I will get back to them.*

Operational - Used in the operation of your business. Vehicles, heavy duty equipment, coolers, cooking equipment, manufacturing equipment, etc.

- Normal up-to-date diagnostic and repair equipment.*
- Tire changer - good condition.*
- New pipe bender to make our own piping for exhaust systems, etc. Saves the customer money, better profit margin for us and quicker for customer. Do not need to order specific piping, can custom make to fit.*
- Equipment to offer a variety of services needed in a small community.*

10-3 John's Facility and Location

Identify your facilities by using one set of worksheets for each location. You may need to make extra copies of the working papers if you have more than one property. If possible, include drawings of your proposed land and buildings.

Detailed Costs and Financing Included in Start-up Worksheets	Yes	—	No	<input type="checkbox"/>
Main Land & Buildings Summary Proposed Layout Attached	Yes	—	No	<input type="checkbox"/>
Secondary Land & Building Worksheet Attached	Yes	<input type="checkbox"/>	No	—

Street Address, Town/City, Postal Code

#3 - 12 St., Timmins

Legal Land Description

Lot 3, Blk 12 Plan AG4321 W2

Purpose / Use of Property : *Main Business Location, Automotive Shop and parking.*

Land Size: 90' x 120'

Land Description / Condition: *Urban Lot - Building located at the rear of lot. Front and side of building graveled for driveway and parking.*

Land Improvements Required: N/A

Building Size:

Include length, width, and area for different parts of your operation (office, sales, storage, parking).

50' x 60' , 3000 square feet, mostly shop area, small office area, bathroom .

Building Description /Condition:

Discuss any items that will affect your business.

- appearance, storage, windows, display, etc., parking, heating, lighting.
- type of structure (wood, metal, brick, concrete, etc.)
- details relating to water, power, compressed air, ventilation, heat, air conditioning, drainage, disposal, etc.

Steel siding over wood building with cement floor. Good condition. Natural gas heating, bathroom built but not plumbed, 14'x 18' door plus small door at side.

Building Improvements Required:

Descriptions of major renovations proposed and repairs expected.

Install additional window and larger overhead door beside 14' x 18'.

Install shelving for parts and office, and finish bathroom.

Install grease pit, hoist and do repairs to shop floor.

10-3 Facility and Location

If possible, always include drawings of your proposed land and buildings.

Detailed Costs and Financing Included in Start-up Worksheets	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Main Land & Buildings Summary Proposed Layout Attached	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Secondary Land & Building Worksheet Attached	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Street Address, Town/City, Postal Code

Legal Land Description

Purpose / Use of Property :

Land Size:

Land
Description /
Condition:

Land
Improvements
Required:

Building Size:

Building Description /Condition:

Building Improvements Required:

10-4 John's Facility - Ownership and Selection

Indicate whether you will own, rent or lease your business facility.

Owned

Have you attached a Copy of the Appraisal? **Yes** **No** **Value** \$8,500

Invested

Have you attached a Copy of the Title? **Yes** **No**

To be Purchased

Have you attached a copy of a signed Agreement? **Yes** **No**

If so, summarize important details.

Rented / Leased

Have you attached a copy of a signed Agreement? **Yes** **No**

If so, summarize important details.

If purchasing or renting/leasing, what is the Current Owner's Name & Address?

Reasons for Selecting Location:

Close to residence, purchased for a reasonable price, pleasant appearance to create image, close to downtown, plenty of space, good parking and easy to find.

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Invested

Have you attached a Copy of the Title? Yes No

To be Purchased

Have you attached a copy of a signed Agreement? Yes No

If so, summarize important details.

Rented / Leased

Have you attached a copy of a signed Agreement? Yes No

If so, summarize important details.

If purchasing or renting/leasing, what is the Current Owner's Name & Address?

Reasons for Selecting Location:

10-5 Other Special Requirements or Environmental Concerns

Your property or your business may be subject to special government or industry-specific regulations.

Examples include:

- If the business or property has any connection with fuel, oil or any type of waste material, government environmental regulations will apply. Lenders will probably require an “**environmental assessment**” certificate stating that you will not be held responsible for any clean-up of past contamination.
- The government department responsible for employee health standards has certain requirements relating to air quality and other safety requirements. You may need to consider whether you will have any additional costs in this area.
- Businesses that deal with food need to contact local health departments to determine additional requirements to meet standards for dealing with the public.

John’s Other Special Requirements or Environmental Concerns:

Existing : I have attached a copy of the history of the property from the government. This property was never used for any business that could cause any environmental concern.

*Proposed : Oil Disposal - Storage in containers provided and picked up by H.Y. Disposals, Winnipeg, MB.
No cost.*

Glossary

capabilities - things you or your business can do

contamination - pollute or damage

environmental - how you or your business affects the area around you

facility - land or building used by your business

image - how others see you or your business

industry specific - issues that relate only to one type of business

operational issues - subjects concerning how your business runs

reliability - capable of being counted on or trusted

seasonal aspects - how your business changes at different times of the year

ventilation - access to fresh air