

O P E R A T O R G U I D E

What Operations Management Looks Like in a Small Business

Operations management is the work of making sure the processes, the tools, and the people keep the business running without the owner in every decision. In a small business it is usually one person building the systems until the work moves on its own.

01 What it includes

- ☐ The processes that turn work into finished outcomes.
- ☐ The tools the team actually uses.
- ☐ The owners of each process.
- ☐ The weekly numbers that show whether it is working.
- ☐ The handoffs so the work does not stop when someone is gone.

02 What it is not

It is not strategy. It is not a plan that sits in a document. It is the day-to-day systems that keep the work moving. If the owner still has to explain how something gets done, the operations are not built yet.

03 How it looks when it works

The team knows what to do. The numbers are reviewed every week. Stuck items have owners. The business runs when the owner is not in the room. That is operations management.

If the work still runs through the owner, the operations are not finished.

04 What to do next

Write down the processes that still run through you. Name the owners. Put them in the tools the team uses. That is the start.