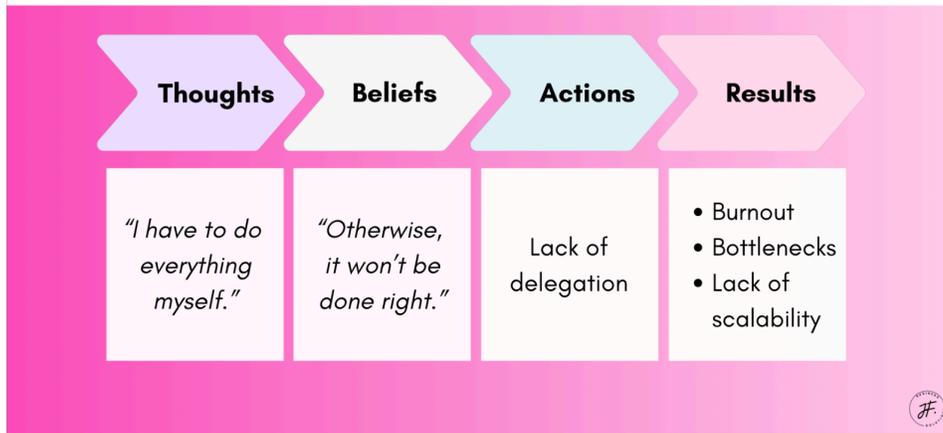


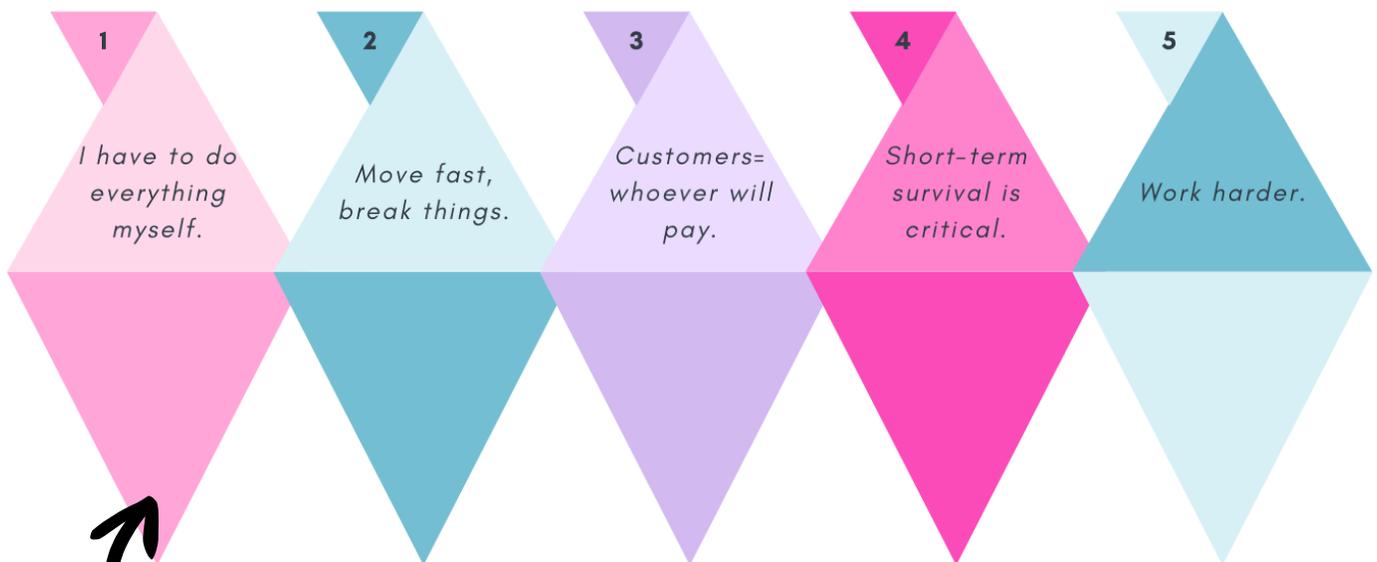
# FROM SCRAPPY TO STRATEGIC:

*Systematizing Your Small Business for Sustainable Growth*

## SCRAPPY MINDSET



## SHIFT YOUR MINDSET!



*Fill in the lower triangles to "flip the script."*

# SPOT THE WASTE!

Which steps in your work processes **don't** add value to your customers?

WASTE		EXAMPLE	YOUR TURN!
1	Transportation	E-mailing files instead of using shared drive; shipping handouts from a print store	
2	People Movement	Driving to the office supply store; carrying AV equipment to sites that already have it	
3	Search Time	Trying to locate client e-mails; finding documents on Canva	
4	Errors	Sending wrong Zoom links; typos in course materials	
5	Stuck Work-in-progress	Waiting for SME feedback; starting too many projects at once	
6	Over-processing/ production	Rewriting similar e-mails; printing excess copies	
7	Underutilizing Talent	Handling my own invoices; scheduling appointments	



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