

29 September 2012

Business Plan:

ORGANISATION & MANAGEMENT

1. The management team and their duties

Who are the members of your management team and what qualifies them to operate the business (i.e. education, work experiences, successes and business reputation)?

What are the responsibilities and critical duties of key roles and key employees? Include job descriptions for these roles.

Include CVs of owners and key employees.

2. Organisational structure

Create an organisational chart showing the management hierarchy and who is responsible for which key functions.

3. Staffing

List the number of employees that you will require, their positions and what their primary responsibilities will be. Indicate whether the labour required will be skilled, unskilled or professional. Draft descriptions for the different roles.

What special skills, knowledge or education should these employees have? Are there any minimum training or certification requirements?

Where and how will you find the right employees at the levels required?

If you employ existing staff, what is the quality of the existing staff, i.e. how trainable are they and can they be developed?

Will you use contract or temporary workers in addition to employees? If yes, which functions will these contract employees perform?

Detail the pay structures applicable to these employees.

Are there any recruitment and training costs that the business will be responsible for?

4. Performance management

How will you assess the performance of management?

How will you evaluate employee performance?

What are the key statistics and reports that would determine performance?

5. Professional and advisory support

Are you planning to make use of professional or advisory support?

If yes, please list the sources of this support, e.g. consultants, accountants, bankers, mentors or key advisors.

6. Key management controls

Internal controls:

Do you have written policies and procedures prepared for areas such as company rules and discipline?

Administrative controls:

How will you record attendance?

How will a payroll and other employee benefits, such as UIF, leave, skills development levies, workman's compensation, be administered?

7. Contingency and succession planning

Is there a plan for the continuation of the business if an owner dies or is incapacitated?

Who are the key employees within the business? What temporary arrangements will be implemented to cover the job responsibilities of these employees?

Do you envisage any ongoing employee related issues that will significantly impact on your business? List these as well as how you intend mitigating these issues. Examples might be transport as a result of remote locations, availability of specific skills, labour relations management, trade union involvement, work injuries, theft etc.