



# THE QSC PILLARS OF SUCCESS PROGRAM



## The Blueprint for Reaching Your Business Potential

### Pillar 1: Build Your Foundation

**Find out** how to build a strong business foundation and get the tools and resources you need to strengthen your framework and grow your business.

**Understand** the importance of mindset to learning and development.

**Determine** your future organizational chart as you transition into leadership; better communicate with your team.

**Create & implement** a strategic business plan.

### Pillar 2: Lead by Example

**Get** the tools and resources to successfully transition from a technician mindset to a business owner mindset, to take you and your company to the next level.

**Understand** Top Leadership Mistakes and how to avoid them; be a leader your team will follow.

**Determine** your future organizational chart as you transition into leadership; better communicate with your team.

**Create & implement** a strategic business plan.

### Pillar 3: Embrace Time Management

**Get** the resources and tools to successfully implement time management skills and healthy habits into your personal and professional life.

**Understand** the importance of time management to reducing stress, increasing productivity, and achieving greater work/life balance.

**Determine** your current state of life balance.

**Analyze** your day-to-day activities to see where you can make the most impact and be the most effective in your "earning zone."

**Create & implement** an Eisenhower Matrix focused on High-value/High-urgency activities, a weekly "time chunking" calendar focused on SMART goals and a Wheel of Life to identify gaps between your current and future life balance.

### Pillar 4: Become an Employer of Choice

**Get** direction and resources for developing a team of enthusiastic, loyal, and dedicated employees that promote the company, enjoy their work and contributing to the overall success of the company.

**Understand** where the company is headed, how to utilize your mission, vision, and culture to inspire your team to boost morale and productivity.

**Determine** a Strategic Plan for your workforce/workload needs with measurable outcomes.

**Create & implement** clear, common goals; a system for encouraging open communication; a company organizational chart; and systemized recruitment, hiring, onboarding and retention processes.

### Pillar 5: Master Your Money

**Identify** the elements of a strong financial foundation for your business; get the tools and resources you need to grow your business.

**Understand** key financial terms and how to calculate and measure these important numbers.

**Determine** your overhead and how it impacts your pricing and profitability; your break-even point for products/services; your minimum margin and profit goals.

**Analyze** your Profit and Loss statement, Balance Sheet, and cash gap.

**Apply** the data from your financial reports to make smart, data-based financial decisions.

**Create & implement** a financial budget to ensure profitability; cash flow forecast and budget for profit; a system for keeping on track including regular review of key reports.



## Pillar 6: Create Customer Care Champions

**Leverage** the elements of amazing customer service and differentiate your business.

**Evaluate** your current customer service solution and where/how to make improvements.

**Determine** how to effectively train your customer service representatives; your customer service strategy; what protocols and key performance indicators to implement.

**Create & implement** a customer service delivery system to ensure consistent delivery and quality control.

## Pillar 7: Plan for Growth

**Get** the tools and resources to build a strategic plan to guide your company and everyone in it toward your definition of success and growth and propel you towards achieving your vision.

**Create & implement** goals and targets for 5 years, 3 years, 1 year and a 90-day ACTION plan.

## Pillar 8: Go to Market

**Get** the tools and resources to successfully implement an appropriate marketing program to grow your business.

**Understand** the importance of marketing on your business; the various elements of marketing and how they interrelate to achieve desired outcomes.

**Create & implement** a powerful, formal marketing program for your business within 90 days.

## Pillar 9: Create Systems for Success

**Realize** the benefits of systemizing your business through processes, procedures and technology and get tools and resources, such as forms, templates, and standard documents, to successfully systemize your business for ultimate success and profitability.

**Understand** how to develop policies as the foundation of your systems; how documented processes and procedures create consistency and success.

**Create & implement** workflows for the functional areas of your business and implement systems that save time, money, and energy.

## Pillar 10: Enjoy Business Freedom

**Learn** about exit strategies and move to the next phase of your working life or prepare for unexpected interruptions.

**Identify** enhancements and remove barriers even if you have no plan to sell.

**Maximize** the value of your business.

**Create & implement** a strategy and exit plan and get to know tax implications.

### GET STARTED



**Beth Dobkin**, Director of Business Coaching Services will get your program set up and scheduled.

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Special pricing is available for QSC members.



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