



Personal Operations Playbook Guidelines

Throughout my book you are reminded to write down information in your **personal *Operations Playbook***. My intent is to assist you in developing your World-Class vision and a plan for achieving that vision.

Though this is a highly subjective activity, I am providing you with suggested titles for Topic Tabs and for possible content to include in your **personal *Operations Playbook***. Your ***Playbook*** will be tailored to your own business needs.

To assemble your own ***Playbook***, you will need a 3 ring binder and a set of 5 tab dividers (see page 8 of my book).

Suggested Topic Tabs and Operations Playbook Content

Divider Tab Title	Suggested Section Content
Attributes of a Good Leader /Manager	<ul style="list-style-type: none"> • Articulate your vision • Lead with Wisdom, Courage, Faith • Empower Your People to Build a World-Class operation • Define and Communicate Your Standard of Excellence
Get to Know Your People	<ul style="list-style-type: none"> • Identify Core Skills Sets • Identify and Maximize Employee Individual Strengths • Establish and Implement Employee Recognition and Awards Programs • Create Job Descriptions for All Positions • Conduct Employee Performance Appraisals • Deal with 'Red Flag' Individuals and Document Actions Taken • Develop and Conduct Employee Training, and Leadership Training
Own The Facility	<ul style="list-style-type: none"> • Conduct Routine Facility Inspections • Identify Findings and Correct Deficiencies • Document Progress and Improvements • Implement a Tickler System • Develop and Maintain Standard Operating Procedures, Job Descriptions, and Desk Manuals • Measure Performance and Financial Targets • Eliminate Bottlenecks and Roadblocks • Assess and Implement Improvements • Employ Inventory Management and Material Handling “Best Practices”
Evaluate and Adjust the Organizational Structure	<ul style="list-style-type: none"> • Place Staff Members in Positions that Maximize Their Individual Strengths • Deploy <i>Change Management</i> Strategies • Implement Succession Planning and Cross-Training Practices • Proceed with Necessary Changes (Lead with Precision and Courage)
Execute the Safety Program	<ul style="list-style-type: none"> • Develop an Emergency Operations Plan and Train Staff on All Aspects of the Plan • Conduct Fire Safety, First Aid, and CPR Training • Develop a Formal Evacuation Plan. Post The Evacuation Plan at Exits and Communicate the Plan to Staff • Update Certificates and Required Permits Regularly • Maintain Equipment Training and Certifications

Free Bonus Items:

The following templates are available for your reference and use in your *Operations Playbook*.

- Page 4 World-Class Operations Playbook
—Ultimate Makeover Cover Page Template
- Page 5 Daily Game Play Card Example
- Page 6 Equipment Usage Report Example
- Page 7 Employee Code of Conduct