

SBNZ Pathway #3 — Delivery + Systems (45-Day Plan)

Reduce rework and stress by tightening job management, checklists, and handovers.

Who this pathway is for

- Jobs slip, rework happens, and customers chase updates.
- The business relies on tribal knowledge and key people.
- You need consistent delivery without constant firefighting.

What you should achieve

- A clearer job workflow (start → deliver → invoice).
- Key checklists installed (pre-start, quality checks, handover).
- Fewer surprises through weekly planning and simple KPIs.

Step-by-step plan

Phase	What to do	Time	Notes
Days 1–7	Map your job flow and identify the top 5 failure points (handover gaps, scope creep, delays).	60m	Start with what causes the most pain.
Week 2	Install delivery checklists (pre-start, quality, customer handover).	90m	One checklist beats 10 meetings.
Week 3	Implement weekly planning rhythm (capacity, jobs, blockers).	30m/week	Short, disciplined, action-focused.
Week 4–6	Document 3–5 SOPs for repeatable work; train team on standards.	60m/SOP	Use AI to draft SOPs, then edit.

Use these SBNZ resources

- 003.10 Delivery / Job Management Toolkit (start with Read Me First).
- 003.5 Systems & Process Toolkit (SOP templates + process mapping).
- 003.4 Weekly Rhythm + KPI Toolkit (weekly meetings + KPIs).
- 003.13 Customer Experience Toolkit (updates, handover, reducing complaints).
- 003.17 AI Productivity Toolkit (meeting notes → actions, SOP builder prompts).

Common pitfalls to avoid

- Creating documents but not changing the weekly rhythm (systems die without a rhythm).
- Checklists that are too long or complicated (keep them practical).
- Not assigning ownership for each checklist/SOP.
- Not closing the loop (job complete → invoice sent → review requested).

Simple KPIs to track

- % jobs delivered on time (weekly).
- Rework hours or callbacks (weekly).
- Average days from job completion to invoice sent.
- Customer satisfaction / complaint count (monthly).
- Weekly planning meeting done (yes/no).