



## Guide 10: Business Management

Guides 10-14 will support you to actually launch and run your school business! You can follow these guides in any order. As you go through them, you will collect evidence and information to help you fill in your Annual Report. Your Annual Report is a reflection on your experience setting up and running your business. You should complete and submit it after you have been running your school business for at least 3 months.

### Key Definitions

**Production flow chart** – a diagram of the sequence of steps which make up your manufacturing process

**Critical success factor** – an activity which must be performed well to meet your business objectives

**Staff rota** – a list of who will do which job and when

**Business Management Committee** – a balanced group of business stakeholders responsible for high-level oversight

### Learn

### Processes – Operations

To implement your Business Plan, you will need to know your **ongoing production process** in detail. A simple way to design your production system (how you will produce or deliver your product or service) is in a production flow chart. In your **production flow chart** you should include:

- **Inputs** (e.g. raw materials and any new equipment) and where you will get them from. Remember to also factor in any **knowledge** or **skills** you may need to develop for production!
- Daily/weekly/monthly production **activities** which explain **how** your product is made
- **Outputs** and where you will sell them

Next, reflect on the **critical success factors** in your business production. **What do you have to get right in order to have a successful business? How will you ensure the quality of your product?** Brainstorm ideas as a team!

### Staff Rotas

A **staff rota** can help you run your school business as effectively and efficiently as possible. Create a schedule of tasks for each student to do, making sure to **rotate students regularly** in different roles across all areas of the business. This is the best way to keep your team **motivated** and constantly building their skillset.

Do not forget: one of the Achievement Criteria to receive the Silver Award is to have **at least 30 students involved in running the business!**



# Establishing a Business Management Committee

A **Business Management Committee** provides an additional level of **governance** (management) beyond the student business team. They will be responsible for overseeing the overall running of the business, particularly its financial state, by holding regular Committee meetings to help identify and resolve any major issues or concerns the business might be facing.

Your Business Management Committee should be **gender-balanced** and formed of: a few **students** from the business team, at least, 1-2 **teachers**, your **School Principal** (or at least one other member of **senior staff**), and 1-2 **parents**. Here are some tips for running your Committee:

- **Distribute roles fairly:** make best use of you team’s skills and use this Committee as an opportunity for some students to develop additional skills in strategic planning, problem solving and communication.
- Arrange **regular, planned Committee meetings** at least once every 2 months.
- After each meeting, **circulate the meeting minutes and list of action items** to be completed. Make sure the actions have deadlines and that you **follow-up** on progress regularly.



## Problem Solving

If you come across a problem impacting your business, follow these 5 simple steps:

- **Step 1: Identify the problem.** It may be anything from low sales income to a bottleneck in production.
- **Step 2: Discuss the possible solutions.** Use your critical thinking and brainstorm solutions as a team.
- **Step 3: Agree on the best solution.** This may be an easy decision, or you may need to consult an expert.
- **Step 4: Implement the solution by making the change(s) to how you run your business.**
- **Step 5: Review your progress.** You may have to try a few actions before you find the best solution!



## Check

Try answering these questions to check what you have learned. If you are not sure of the answers, go over this guide again before you move on.

1. **What is a critical success factor?**
2. **Who should be part of your Business Management Committee?**
3. **What five steps can you follow to deal with a problem facing your business?**



Before you launch your school business, you will need to plan your production process, plan your staff rota and set up your Business Management Committee. **After at least three months** of running your school business, complete the following sections on your **Silver Annual Report template**.

**Do these activities:**

Fill in your Silver Annual Report template: **Done**

1	Plan your ongoing production process	Section B: Running our Business	
2	Create a staff rota, including how often students will rotate roles		
3	Set up a Business Management Committee and hold regular meetings	Section C: Management & Use of Profits	