

A SIMPLE 28 DAY PROCESS MAKEOVER

Many businesses know their processes aren't perfect. Fewer know where to start. This simple 28-day process makeover is designed to help you improve one process at a time, without disruption, large projects, or major system changes. You don't need to fix everything at once. You just need to start. Each week focuses on a different stage of improvement, moving from awareness to action, then visibility and continuous improvement.

Week 1.



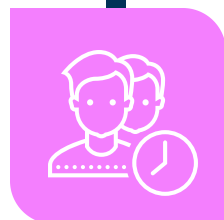
Pick a Process

Week 2.



Remove the Pain

Week 3.



Make it Easier

Week 4.



See the Results

Week One: Find the Problem

Day 1



Pick one Process

Pick one process that causes frustration
Choose a single process that regularly causes delays, errors, or complaints.
This might be **order processing, purchasing, reporting, stock control, or approvals**.
Pick the one your team talks about the most, or avoids altogether.
The goal is focus. Improving one process properly delivers more value than trying to tackle everything at once.

Day 3



Write down how it works

Document the process as it really happens today, not how it was designed to work or how it “should” work.
Include:

- **Manual steps**
- **Workarounds**
- **Spreadsheet use**
- **Email approvals**
- **Re-keying of data**

This step often reveals far more complexity than expected.

Day 5



Identify problem areas

Identify where things slow down or go wrong.
Look at your documented process and highlight:

- **Bottlenecks**
- **Duplicate steps**
- **Waiting times**
- **Common errors**
- **Rework or corrections**

These pain points are where the biggest improvements usually lie.

Key takeaway:

You don't need to fix everything. Just start with the process that hurts most.

Week Two: Remove the Pain

Day 8



Spot manual steps

Reduce friction and bring consistency.

Look for manual steps or duplicate data entry points.

Identify tasks that require:

- **Copying data between systems**
- **Re-entering information**
- **Manual checks that could be avoided**

These steps add time, increase errors, and frustrate teams.

Day 10



Clarify who owns each step

Make ownership clear. Every step should have a named role or team responsible for it.

When ownership is unclear:

- **Tasks get delayed**
- **Decisions get avoided**
- **Accountability disappears**

Clear ownership alone often improves performance immediately.

Day 12



Standardise the process

Ensure everyone follows the same steps in the same order, using the same information.

Standardisation:

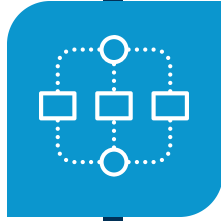
- **Reduces mistakes**
- **Makes training easier**
- **Creates predictable outcomes**

This doesn't mean removing flexibility. It means removing confusion.

Key takeaway:
Consistency is the fastest win.

Week Three: Make it Easier

Day 15



Automate one repetitive task

Reduce effort and reliance on manual work.

Choose one task that is repeated frequently and automate it where possible. This could be:

- **Data capture**
- **Approvals**
- **Status updates**
- **Calculations or checks**

Small automation changes often deliver immediate time savings.

Day 17



Remove re-keying data

Where data is being entered more than once, look for ways to connect systems or centralise information.

Integrated systems:

- **Reduce errors**
- **Improve accuracy**
- **Save time across teams**

Create a single source of truth for the business

Remove reliance on spreadsheets, emails, and manual handovers

This is often where ERP delivers the biggest impact.

Day 19



Add checks to prevent errors

At this stage, the aim is not to slow the process down with heavy controls, but to make it easier for people to get things right first time.

Introduce light-touch checks at key points in the process to catch issues early, before they create delays or rework further downstream. This might include **confirming that key information is complete, highlighting inconsistencies, or prompting a quick review** before work moves to the next stage.

Key takeaway:
Less admin. Fewer mistakes. Happier teams.

Week Four: See the Results

Day 22



Add visibility

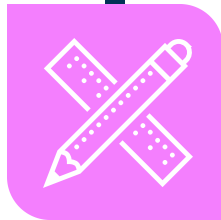
Introduce simple reporting, dashboards, or status views so teams can see:

- **Where work is**
- **What's delayed**
- **What's complete**
- **What needs attention next**

When everyone can see the same information, issues are addressed earlier, and decisions are made with confidence, not guesswork.

Visibility builds trust.

Day 25



Measure the impact

Measure improvements such as:

- **Time saved**
- **Errors reduced**
- **Faster turnaround**
- **Improved consistency**

Even small gains add up quickly when applied across the business.

Tracking these improvements helps demonstrate the real impact of process changes and builds confidence in continued improvement.

Day 28



Decide what to improve next

With one process improved, decide where to focus next. Continuous improvement works best when it's:

- **Incremental**
- **Measurable**
- **Ongoing**

Focused on the areas that create the most impact

A process that's looked after continues to deliver value.

Final Thought:

Improving processes doesn't have to be complex, disruptive, or overwhelming.

By focusing on one process at a time and making steady improvements, businesses can reduce frustration, improve performance, and give teams time back.

Key takeaway:

A valued process keeps getting better

Whats Next?

If You're Unsure Where to Start

If some of the steps in this guide feel difficult to apply, or you're unsure whether your current systems can support this kind of improvement, you're not alone.

Many businesses reach a point where processes have grown around their systems rather than being supported by them. Over time, this can make even small changes feel complex, risky, or time-consuming.

This is often a sign that it's worth stepping back and reassessing how well your systems support the way your business operates today.

Learning More About ERP

Modern Enterprise Resource Planning systems are designed to bring processes, data, and teams together into a single, connected view of the business. When implemented well, ERP can:

- Simplify and standardise processes
- Reduce manual work and duplication
- Improve visibility and control
- Support continuous improvement, not one-off fixes

If you're new to ERP, or if your understanding is limited to past experiences, learning more can help you see what's possible with today's solutions.

If You're Unsure About Your System's Future

In some cases, uncertainty comes from questions about the long-term future of existing systems, including support, updates, or suitability as the business grows.

If you're unsure whether your current system will continue to meet your needs, now is a good time to explore alternatives and understand your options, before pressure forces rushed decisions.

A Sensible Next Step

You don't need to commit to a major change to start the conversation.

A simple discussion about your processes, systems, and future requirements can help clarify:

- What's working well
- Where friction is coming from
- Whether your current setup is fit for the future

Understanding this puts you back in control of your next steps.