YOUR READING MAP

Make repeat work easier

A useful system turns a recurring job into a dependable routine.

Your mission

Choose one repeated task. Make its starting point, owner, steps and finish clear. Test the routine with real work, measure the result and improve it. Start with a simple checklist or shared record before buying more software.

03–04
Find the right task
Meet Maya and choose a small, repeated problem.

05–06
Map the work and teach it
Make handoffs visible and test with another person.

07–09
Handle exceptions and improve
Templates, sensible automation and a worked time check.

10–11
Explore 10 business ideas
Practical services that help other businesses organise work.

12–14
Build your first system
A seven-day plan, worksheet and further reading.

01 / UNDERSTAND IT

Maya stops the chasing

Fictional example: a gift shop with scattered order details.



The same questions return

Which ribbon? What delivery date? Has the customer approved the message? Maya keeps searching chats for answers. She creates one order record and a short packing checklist. Missing details go back for clarification before packing starts.

A system, in simple English

A system combines people, information, tools and steps to produce a repeatable result. A checklist is one part of it. Someone must own the work, know when to start and check what “done” means. Software is optional; clear responsibility is not.

☺ Maya’s first rule

“Fix one repeated headache first.” Her first system covers confirmed gift orders through dispatch. It does not try to organise the whole business at once.

02 / CHOOSE THE FIRST JOB

Follow the repeated friction

Look for work that repeatedly causes searching, waiting or rework.

1

NOTICE

For a few days, note repeated tasks and the places where work gets stuck.

2

COUNT

Record how often the task happens and roughly how much active time it takes.

3

CHECK THE IMPACT

Notice errors, missed promises and interruptions, not only minutes spent.

4

START SMALL

Pick a frequent, manageable job whose result you can check. Avoid changing everything at once.

A useful first candidate

Order intake, appointment confirmation or a weekly stock check can be small enough to test. Choose a process you understand and can change without disrupting essential work.