

James Schramko here with a business tip and this one is about reducing the number of errors you make in your business.

Errors in your business

No matter whether you are a solopreneur or you have a small team or a large team, there's going to be errors in your business. Especially if you have a service business where there's a lot of human intervention.

Reducing errors

One of the things you can do is to make sure that whoever is requesting work is different than the person doing the work. And then the person who requested the work gets to check the work before it goes back to a customer. So, this person requests the work, this person does the work and then this person checks it and sends it back to the customer. That's a very simple way to reduce errors. You will find you'll get a lot more errors when somebody actually does the work and then gives it to the customer directly.



Reducing Errors in Your Business

So throughout my business, we have a process in place which is this assumptive question: "Who else is checking this before it goes to the customer?" And that means it has to be someone other than the person doing the work. Now we have a support team and they hand off jobs to the supply team and then the support team gives the work back to the customer.

Technique if you work alone

Now if you're doing work by yourself, then one of the best techniques you can use is have a pause. Do the work, then pause on it, like set it up as a draft if it's an email or as a document. Come back to it later with a fresh pair of eyes and then approve your own work. So if you have to approve your own work, give it a gap. Give it a pause so that you have a gap between when you do the work and then when you render it or send it off to the customer. That way, you'll reduce errors.

So, throughout your business, you should have checks and balances in place to make sure that someone else is checking the other person's work before it goes to the customer and you should be able to reduce errors. Hope this has been useful. I'm James Schramko.

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