EEBC Early Education
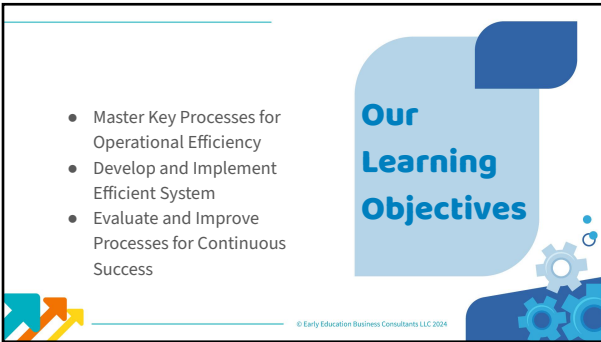**BUSINESS CONSULTANTS**

Optimize Your Preschool Program Operations with Entrepreneurial Strategies
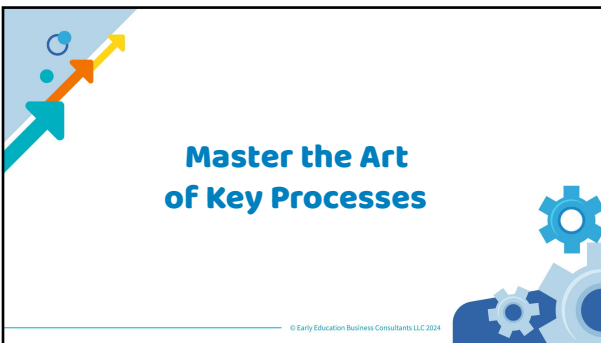
Lauren M. Small, CEO

- Master Key Processes for Operational Efficiency
- Develop and Implement Efficient System
- Evaluate and Improve Processes for Continuous Success

Our Learning Objectives

Master the Art of Key Processes

80% — Fail in First Five Years

What is Process?

A set of actions or operations that achieve a desired result.

Reduce Employee Turnover = Hiring Process

Increase Enrollment = Marketing Process

Increase Profitability = Tuition Collection Process

EOS Process Component

"This is the secret ingredient in your organization. This means **"systemizing"** your business by **identifying** and **documenting** the core processes that define the way to run your business. You'll need to get everyone on the same page with what the **essential procedural steps** are, and then get everyone to follow them to create **consistency** and scalability in your organization."

EOS Model

Slide 1

Essential Process Concepts

Documented

Simple

Followed by all

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Slide 2

The EOS Difference

"Entrepreneurial Operating System"

Documented

Simple

Followed by all

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Slide 3

The Why!

Sustainable Growth

Attract and Retain better talent

Culture of Excellence

Parents will be happier

You will have more time

Solve issues faster

More profitable

Turnkey Operations

Processes are Essential for the Child Care Industry

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Slide 1

The Pareto Principle

20% Effort → 80% Results

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Slide 2

Impact of Weak Processes

- Difficult to Grow
- Struggle to keep Amazing Staff
- You may fall Behind
- Liability

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Slide 3

Roadblocks to Implementing Process

- Destroys My Freedom
- Takes too much time
- Doesn't come naturally to me

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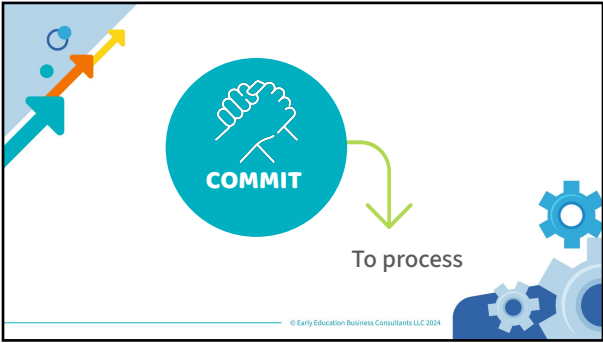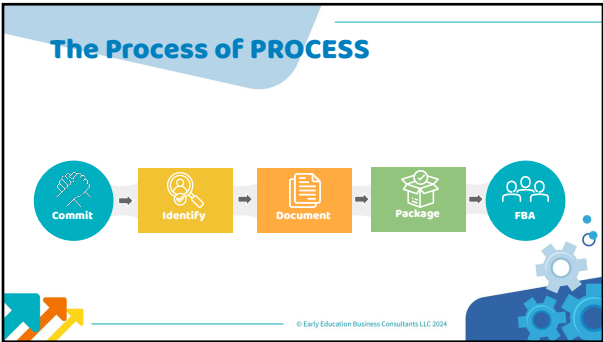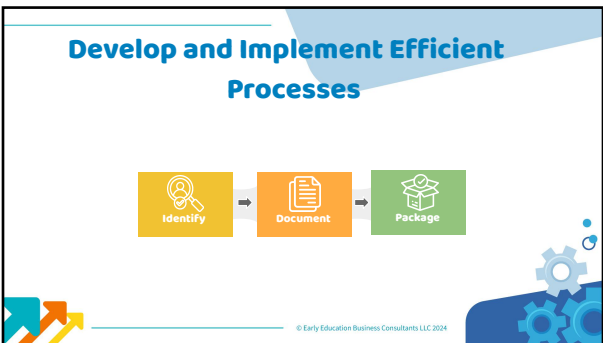
COMMIT

To process

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The Process of PROCESS

Commit → Identify → Document → Package → FBA

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Develop and Implement Efficient Processes

Identify → Document → Package

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Develop and Implement Efficient Processes

8
7
6
5
4
3
2
1

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Human Resources

Operations Management

Financial Management

Marketing

Mission Strategic Planning Vision

The ECE Business Model

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Step 1

Identify your Handful of Core Processes

Human Resource Management → Hiring Process

Financial Management

Marketing

Operations

Business Management

Identify ➡ Document ➡ Package

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Step 2

Document and Simplify

Post Job Ad
Step 2

Conduct Interviews
Step 4

Make an offer
Step 6
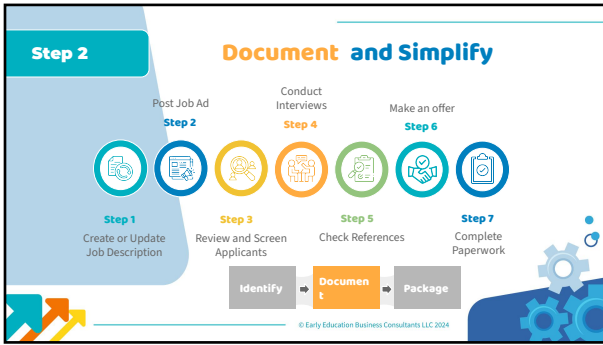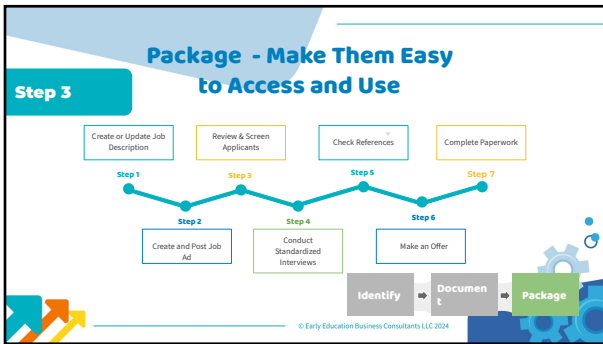
Step 1
Create or Update Job Description

Step 3
Review and Screen Applicants

Step 5
Check References

Step 7
Complete Paperwork

Identify → Document → Package

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Step 3

Package - Make Them Easy to Access and Use

Create or Update Job Description

Review & Screen Applicants

Check References

Complete Paperwork

Step 1

Step 3

Step 5

Step 7

Create and Post Job Ad
Step 2

Conduct Standardized Interviews
Step 4

Make an Offer
Step 6

Identify → Document → Package

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Example
FOLDER NAMING
SYSTEM

Create folders for major categories

▾ ■ EXAMPLE OF PROCESS
  ▸ ■ Business Management Process
  ▸ ■ Financial Management Process
  ▾ ■ Human Resource Management Process
    ▸ ■ [1] Hiring Process
    ▸ ■ [2] Onboarding Process
    ▸ ■ [3] Retention Process
  ▸ ■ Marketing Process
  ▸ ■ Operations Process

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Hiring Process Worksheet

THE STEPS	ACTION TO TAKE	TOOL TO USE	WHO?	TIME
Step 1: Create or Update Job Description				
Step 2: Create and Post Job Ad				
Step 3: Review & Screen Applicants				
Step 4: Conduct Standardized Interviews				
Step 5: Check References				
Step 6: Make an Offer				
Step 7: Complete Paperwork				

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1. Train
2. Measure

FBA
Followed by All

4. Update
3. Manage

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Next Steps

1. Commit to Process
2. Identify ONE Pain Point
3. Align the KEY Process
4. Document & Package
5. Complete FBA Checklist

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Resources

1. "Process! How discipline and consistency will set you and your business free" by Mike Paton and Lisa Gonzalez
2. EOS Worldwide, EOSOne.com
3. Monday, monday.com
4. Smart Draw, smartdraw.com
5. Scribe, scribehow.com

Thank You!

EEBC

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