

## The Best Businesses in the World Have These Four Things

It takes far more than great mechanics to have a great repair shop. You also need the four elements required for any business to be sustainably successful.

Build these to take your shop to the next level.

*"A company can seize extraordinary opportunities only if it is very good at the ordinary operations."*

Marcel Telles, co-owner of  
Anheiser-Busch InBev



### A Mission

Businesses must have a reason to exist, a goal that employees roll out of bed each morning to support. Your mission should state who you want to serve and what you want to do better than everyone else. It should also be achievable, specific, and easy to explain.



### A Team

Employees at successful businesses are dedicated to the mission. They know how they fit into accomplishing the mission and value working for a successful company. They also know that making decisions for their own short-term benefit isn't in their best interest.



### A Process

At the best run businesses the entire company operates according to a carefully designed process. Each recurring task an employee performs is documented, and all tasks are connected to each other in the company process. New employees are quickly trained on this process, and it is regularly examined for potential improvements.



### A Culture of Measurement

Measurement is required for improvement, but too often it's used as a weapon. Measuring efficiency and effectiveness helps you encourage improvement, reward your best performing employees, and help those who are falling behind. Remember, however, that it shouldn't primarily be used to chastise your employees, especially publicly.



<http://www.repairshopwebsites.com>



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