

NOVABUZZ

Map your jobs **worksheet**

Find the four steps that never vary, and the one that needs you.

Before you hire anyone or buy any software, write down what actually happens on every job. Almost everyone discovers the same thing. Four of the steps never change, and one of them is the only part that genuinely needs their judgement.

Free. No email, no call, no pitch. You asked by commenting **MAP**, so here it is. Share it with anyone who needs it.

Step one, write out one real job start to finish

Not the ideal version. The last one you actually did. From the moment they first contacted you to the moment the money landed.

Every step, in order

Step two, mark each step

Go back through and put a letter next to every line.

- 1 S for same every time. It never really changes.
- 2 J for judgement. It genuinely needs your experience.
- 3 W for waiting. Nothing is happening, you are waiting on someone.

The W lines are the cheapest wins in your whole business. Nobody is working, time is just passing. Reminders and status updates remove most of them.

Step three, count

How many S / How many J / How many W

Most owners find one or two J steps out of a dozen. Everything else is either the same every time or dead waiting time. That is the whole insight. You are not too busy because the work is hard, you are too busy because you are personally carrying the S and the W.

Step four, decide

- ☐ Pick the single S step that eats the most of your week
- ☐ Write down exactly what happens, in the words you would use to train someone
- ☐ Decide who or what does it instead of you
- ☐ Give it two weeks before you touch the next one

The step I am handing off first, and what happens in it

Step five, then and only then, hire

If you hire before this, you get two people doing scattered admin instead of one. Write the process down first. Then a new person is stepping into something that already works instead of inventing it while you are on a roof.