SMARTer Entrepreneurs

Clients find our mistakes before we do

Five places to look, and how to choose where to start

There is no worse way to find a mistake than from the client, who has usually spotted it at the least convenient moment and been very polite about it.

Score each option

Score each option twice, from 1 to 5. Help: 1 hardly at all, 5 a great deal. Easy to start: 1 very hard, 5 we could start this week. The highest total is where to start; if two tie, pick the one you will really do this month. In most PDF readers, the totals add up for you.

Option, and the sign it may fit you	Help (1 to 5)	Easy to start (1 to 5)	Total
1. Agree what finished looks like. Work is judged done when people stop working on it.			
2. Have a second pair of eyes on key work. Nothing is checked by anyone but the person who did it.			
3. Find where mistakes usually start. The same kind of error keeps turning up.			
4. Leave time to check. Checking is the first thing cut when deadlines tighten.			
5. Learn from every complaint. Complaints are fixed, then forgotten.			

An example

A bookkeeping service kept hearing from clients about small errors in their monthly reports. It added a short checklist, run by a colleague, before anything went out. Clients stopped finding the errors, because the colleague found them first.

This month I will

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You do not need the perfect choice, only a better place to start than the one you would have picked without this page.

Want to talk it through? Book a Discovery Call at smarterentrepreneurs.co.uk

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