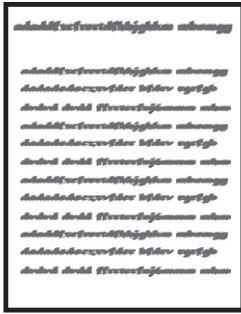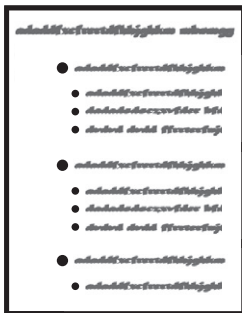# THE 3-STEP PROCESS DOCUMENTER™

Step 1 - Identify

- Identify your *handful* of core processes
- Make a list (HR, Marketing, Sales, Several Operations, Accounting, Customer Service/Retention, etc.)
- Give each of them a name, with everyone agreeing to use that name

Step 2 - Document

- One at a time, record the major steps in each core process:
  - Favor a linear/chronological approach
  - Each major step should be supported by 1-5 sub-points defining the who/what/where/when/how
  - Keep it simple (the 20/80 approach). Each core process should be fully documented in 1-5 pages
- Review and approve each core process – every member of the leadership team must agree this is the right way to do it every time.
- Repeat this step for every core process
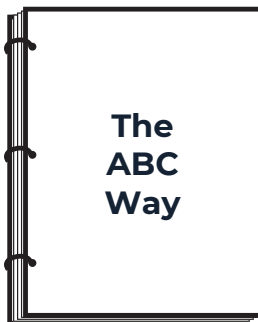
Step 3 - Package

The ABC Way

- Combine each documented and simplified core process into a binder, online folder or other accessible, easy-to-find package
- Turn your list of core processes (from Step 1) into your table of contents
- Give it a name. The ABC Way, Franchise Model, Operating Model, SOP, Circle of Life, etc.

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