Every company must do important things perfectly in order to be successful. If these tasks aren’t adhered to in a systematic, standardized way, customers get confused and stop doing business with your company. Would you go to a restaurant where the same food is served every time? Your company can’t move forward if you do things in a disorganized chaotic manner. With pressure from your employees, you realize that what you are doing is not working, so you decide to hire an outside consultant. When you hire a consultant, they’ll tell you that you need to hire a systems consultant to help you make the decision to “systemize” your business. The systems consultant will help you make the decision regarding which systems you need to implement to make sure your company is organized and operating in a predictable manner. The systems consultant will also help you prioritize which systems you should implement first, and how to roll out the systems in a way that is easy to implement and maintain.

**Stop Micro-Managing, Get Organized and In-Control!**

By George Hedley

Good people or systems?

Without written systems in place, good people won’t help your problem. Six different good people will still do things six different ways. This is not a long-term solution to company growth challenges. If you hire another top sales person, you must have financial systems in place to track and collect money owed, forecast your cash needs, and track your overhead and profit goals.

Manage the systems

If you were going to buy another company, what would you want to know about it? You want to know if the business works without the owner doing all the work. A business that works in control, systemized and organized. The systems run the business (not the owner). The owner or managers manage the systems (not the do). The organized and systemized company produces the same consistent results every time. This guarantees repeat loyal customers, a safe working environment, quality workmanship, on-time projects, empowered and accountable employees, and an above-average profit margin. With systems in place, your job changes from micro-managing and controlling every move for every employee to making sure the company systems are followed.

Install one system every month

Business always changes and continually needs improvements if you want to grow your business. If you hire a consultant, you’ll realize the correct decision is to install written systems. This will change your role from control freak to manager of the systems.

Upcoming MBMA Energy Webinars

Many municipalities in the United States have adopted an energy code standard over the last few years that require the metal building systems industry, like the majority of America’s business sectors, will experience slow growth for rest of this year, but there are reasons to be optimistic.

The metal building systems industry, like the majority of America’s business sectors, will experience slow growth for rest of this year, but there are reasons to be optimistic.

The Preparation

I am pleased to report that the MBMA has continued to engage some of the brightest minds in the research and industry enhancements that will be critical to our industry as the economy expands. As a result of the MBMA’s experience in long-term solutions that will impact construction in the coming decade. These investments will leverage our strengths while capitalizing on developments. For example, MBMA is completing work on life cycle assessment and sustainability tools that will have a tremendous impact on the market position of the metal buildings’ products.

These tools will be highly valuable in determining environmental impacts and will clearly help member companies win more work. We anticipate having these tools available before the end of 2013. MBMA’s new offers contractors one- and two-hour fire-rated wall assemblies that were successfully tested at Underwriters Laboratory (UL Listing WA404 and 413). Groundbreaking seismically resistant, shear strength of tapered members and flange brace research is ongoing. This research, performed by MBMA, is dependent upon the commitment of our members to invest the significant time to make these research efforts viable—even in these past few years of financial constraints and market pressures. This commitment of our members to dedicate their research and technical experts to assist MBMA is the glue that keeps the association able to explore and solve critical industry issues. Their involvement and continued passionate commitment have made our industry what it is today.

I am proud to say that throughout this long, arduous era of downturn, MBMA has never stopped investing in significant research to make the industry stronger and protect its long-term vitality. The association has a history of defining forward-thinking solutions that impact construction and innovation. MBMA is a proactive leader in addressing new energy, for example, will definitely support industry solutions for today and tomorrow.

Jeff Carmean is chairman of the Metal Building Manufacturers Association, Cleveland. To learn more about MBMA, visit www.mbma.com.