

Building a Shop and Leaving a Legacy

Whether you built a shop from the ground up yourself, or you took it over from a previous generation, you want to leave a thriving business behind for your employees, customers and community.

Here's how to prepare to do that before you retire.

"The really frightening thing about middle age is that you know you'll grow out of it."

Doris Day



5 Years Out - Getting the Right People on the Bus

Make sure all of your employees have the right attitude, aptitude and drive to ensure the shop succeeds. Identify employees with leadership potential, and mentor them by laying out a development path that will enable them to manage a shop in the future. Slowly provide them with more responsibility, ensuring your other employees understand they are earning advancement through hard work.



3 Years Out – Documenting & Training on Process

It's time to start letting go of your work. You probably have tasks that depend on your own knowledge rather than a documented process. Make sure all task processes are documented and at least one other person has correctly performed them using the documentation you created. Once a process has been tested, transfer responsibility for that task to an employee.



1 Year Out - Stepping Away from the Shop

Promote your future shop manager, and slowly begin stepping away from the shop, reducing the number of days you come in. Transition responsibility for any sensitive tasks you've managed until this point. Introduce your future shop manager to industry partners and community leaders, and try to help them build these important relationships.



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