

FREE GUIDE FOR TRADE BUSINESS OWNERS

# The 5 Signs Your Trade Business Has a Systems Problem

Most owners know something's off. They just can't put their finger on exactly what. Here's how to tell.

A systems problem rarely announces itself. It shows up quietly in the late nights, the missed follow-ups and the jobs that fall through the cracks. If any of the signs below sound familiar, the issue isn't you. It's that nobody ever built the system for you.

1

## You're the only one who knows what to charge

Every quote goes through you because no one else has the numbers. It doesn't matter if it's a straightforward job because your team still has to call. That's not a people problem. It's a missing pre-build library. The rates, materials and job types should live in your software so anyone can raise an accurate quote without picking up the phone.

**The tell: you review every single quote before it goes out**

2

## You find out a job is done by calling someone

If you're chasing your team to find out what stage a job is at, your job management software isn't doing its job. Status triggers and job stage workflows exist exactly for this so admin knows when something is ready to invoice without anyone having to ask. The information should flow automatically.

**The tell: you check in daily just to know what's happening on site**

3

## You can't take a day off without your phone going flat

If the business stalls the moment you step away, everything is running through you instead of through a process. A properly documented system means your team knows what to do, where to find things and what the right answer is without needing to interrupt you. A day off should be a day off.

**The tell: you've cancelled or cut short leave because the business needed you**

4

## Invoices go out late or get missed entirely

Late invoicing is almost never a memory problem. It's a trigger problem. If there's no clear handover point between the job being done and the invoice being raised, things slip. A simple workflow that flags completed jobs for invoicing automatically and every time removes the gap and keeps cash flowing the way it should.

**The tell: you've discovered an uninvoiced job weeks after the work was done**

5

### You've thought about hiring but don't know what to hand over

Wanting to grow the team but realising there's nothing written down is one of the clearest signs of a systems gap. If you couldn't explain the role in a documented process, the person you hire will just do it the way they think makes sense and that may not be the way you need it done. Systems come before headcount, every time.

**The tell: your onboarding plan is mostly "just follow me around for a week"**

## Ready to identify what's slowing your business down?

Book a complimentary discovery call

■ 0451 055 124

✉ [admin@basepointsolutions.com.au](mailto:admin@basepointsolutions.com.au)