

GET YOUR BUSINESS SYSTEMS SORTED

INCREASED HEALTH AND SAFETY AND A MAZE OF MANDATORY COMPLIANCE REGULATIONS CONTINUE TO TAKE THEIR TOLL ON MANY SMALL BUSINESSES.

It needn't be that way now that New Plymouth woman Felicity (Fliss) Wilson started her business late last year to take care of all that for you.

She has spent the last 30 years working in the motor trade, much of it helping small business owners in the industry, so she's ideally qualified to help.

One thing she learned working for the Motor Trade Association (MTA) was just how many business owners are busy but time poor.

"Just keeping on top of all the administration that goes with running a small business is a real issue for many."

She is now offering her expertise in compliance and administration to small business owners.

"Often business owners are very skilled in what they do but either don't have the time or the inclination to do the other stuff - especially documenting things like their health and safety procedures which they just do automatically.

"So many can spend a lot of money getting generic templates, but it's actually about having the templates filled in, recording in a practical way what they actually do in their business and the best practice procedures they want their staff to follow." Fliss understands exactly what's required.

"I know how they work and just having a folder of blank generic templates doesn't actually mean anything."

Typically Fliss's clients are likely to be tradespeople or small business owners, who keep a tight rein on their spending. She understands that and is more than happy to go to a potential client's workplace for a free appraisal.

"At the end of the day what I provide for them is relative to their business and I can only get that

information by visiting them and talking to them.

"I go away and put something together for them, making sure it reflects their business. It'll be very simple and practical. I'm not selling any software packages or programmes.

"I guess one of my strengths is to get people talking, while I take notes and then turn it into something they're trying to get across.

"I find with compliance everyone uses great big words and it all sounds very complicated when, in fact, it's not. So I simplify it and turn it into something tangible that makes sense to my clients and their workers."

Fliss only charges out exactly the time she works for her client.

"I use a Time Clock App and that is turned on and off when I start work for a particular client and it's all recorded. That's all I charge for and it's attached to my invoice."

And that's the thing about Felicity Wilson. What you see is what you get. She's pleasant, enjoys a laugh and is scrupulously honest. She prides herself on integrity and ethics.

Fliss works from home so hasn't got the overheads which need to be recouped from clients, which means she is good value for money.

"I'm also offering a decluttering service, which is basically going into an office and getting rid of all the clutter that's there and setting up simple systems for my clients that they can use and find things easily. That's really the key.

"Sometimes people don't realise how much money and time they are losing through messy paperwork and inefficient office management practices. Also how much value there is in making a good first impression on their customers by having everything neat and tidy.

"Today, every industry wants to do business with

companies that have the necessary bits of paper; otherwise they don't want to know you.

"Management also need to have clear policies for staff written down so everyone understands what is required. If you don't and misunderstandings arise, it can end up being very costly - both in time and money.

Fliss says another common issue is now having to maintain a mandatory register of hazardous substances. "Since a change in regulations last year that can be quite a time consuming exercise."

The point is that compliance is becoming increasingly complex, but if you are a small business with the right attitude and culture, you are well-placed if something does go wrong.'

In 2019 that's important.

To contact Fliss, ring **022 151 1243** or email **bssorted@gmail.com**

De-clutter Service

Ensuring you find exactly what you want, when you want it.



Paperwork



Office



Reception



Customer areas



Workshop

