Healthy business checklist

Use this easy-to-follow checklist to guide you through everyday actions you can do now to keep your business strong.

Your healthy business will not only survive, but also thrive through challenges and change.

How the checklist can help

This checklist can help you:

* continue to provide for your whānau and community
* stay operational and retain your customers
* minimise financial losses
* adapt quickly to a changing environment.

All of this has the added benefit of helping you manage stress and create a better work-life balance.

Tick off the tasks in the checklist from start to finish, or just select the ones that suit your business.

Set yourself a regular reminder so that you can complete it bit by bit over time.

# Build strong relationships

Strong relationships are not built in a day. They are something you work on daily by interacting with your customers, suppliers and staff (if you have any).

If things go wrong or times get tough, they are more likely to be understanding and remain loyal if you have already built a strong foundation with them.

**Building strong relationships with your staff**

**Step 1:** Set up a regular catchup with your staff.

**Step 2:** Provide staff with their leave entitlements and adequate time-off.

[Introduction to holidays and leave](https://www.business.govt.nz/hiring-and-managing/handling-holidays-and-leave/introduction-to-holidays-and-leave/)

**Step 3:** Use our workplace policy builder to build your own unique policies. Policies set out the rules for your workplace, and together with an employment agreement, are a great foundation for employment relationships.

[Workplace Policy Builder](https://wpb.business.govt.nz/workplacepolicybuilder/)

**Step 4:** Offer staff training and learning opportunities where you can.

[Training and development options for your team](https://www.business.govt.nz/hiring-and-managing/getting-the-best-from-people/training-and-development-options-for-your-team/)

**Building strong relationships with your suppliers**

**Step 1:** Set up a supply chain agreement.

[Knowing your networks: supply and distribution](https://www.business.govt.nz/business-performance/operations-strategy/supply-and-distribution/#e-15162)

**Step 2:** Pay your suppliers on time.

**Step 3:** Take time to build trust with your suppliers by getting to know them a little better.

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| How could you do this? |

**Building strong relationships with your customers**

**Step 1:** Get to know your customers and what they value.

This could be simply by chatting to them, or through surveys or collecting statistics.

[What your customers want and how they think](https://www.business.govt.nz/business-performance/marketing-strategy/what-your-customers-want-and-how-they-think/)

**Step 2:** Deliver on your promises and offerings.

**Step 3:** Treat your customers with respect.

This includes taking their complaints seriously and considering their feedback.

[When customers complain](https://www.business.govt.nz/risks-and-operations/dealing-with-customer-complaints/when-customers-complain/)

**Step 4:** Make it easy for your customers to pay you.

Here are seven easy tips to help you get paid faster.

1. Discuss payment terms before you get started
2. Keep detailed records of inventory and time
3. Make the invoice clear and easy to understand
4. Address the invoice to the person paying
5. Invoice as soon as possible
6. Keep talking to your debtors
7. Add overdue fees.

Thank you to Xero for providing these tips.

Prioritising your to-do list

Planning for the future can feel overwhelming or like something you don’t have time for. Break this process down into bite-sized chunks by prioritising your tasks.

[Prioritising your to-do list](https://www.business.govt.nz/wellbeing-support/brave-in-business-e-learning/prioritisation/prioritising-your-to-dos/)