Taking action to overcome a problem in your business

If you think you've found a potential problem in your business, the next step is to decide on the actions you're going to take in response. What you decide to do – and how quickly you decide to do it – will be pivotal in determining whether the problem can be solved at a small scale or whether it develops into a new, bigger challenge.

- **Effort:** HIgh
- **Impact:** High

Actions:

Spend time understanding the problem and getting to the root cause to check it isn't emblematic of a broader issue.

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** Establishing the root cause of an issue will make sure you have a thorough understanding of the problem before you take any action.

Speak to relevant employees or colleagues about the steps they would take to tackle the problem.

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** If someone has experienced the problem developing first hand, they may be able to provide valuable input on why it happened and how to solve it.

Reach out to peers in your network to find out whether they have experienced similar problems and what action they took as a result.

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Learning from the experiences of peers can better inform your own decision making.

Action plan

Develop a plan to overcome the problem and complete a risk management exercise to identify any issues with it.

- **Impact:** High
- **Suggested duration:** 5 days
- **Why this will help:** Once you've completed your research, it's time to start planning. The risk management exercise can help you avoid any pitfalls and point you in the right direction.

Take action to overcome the problem, using the research you've done so far to inform your decisions.

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** Once you've done the research, it's down to you to make a decision and take the leap.

How will I know if my action plan is working?

Way to measure success
Business health check results.

Why this metric?
Completing a business health check allows you to assess whether the problem was solved or if it still needs work.

How do I start tracking?
Complete a business health check three months after making changes and decide whether you need to take any further action.