

# Writing a Successful Business Plan

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# Purpose of a Business Plan

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A business plan describes the venture that you will create to exploit a concept. It has traditionally three primary functions:

**Action Plan** A business plan can help to move you to action. You may have been thinking for years about starting a business or engaging in some venture, but the process may seem too daunting, too large and too complicated. A business plan will help you to pull apart the pieces of starting a business and examine each piece by itself. So instead of one large problem, you have a sequence of smaller problems. And by solving the small problems, the large problem is automatically solved. So writing a business plan can help to move you to action by breaking down a seemingly insurmountable task (starting a business) into many smaller, less intimidating tasks.

**Road Map** Once you have started your business, a business plan can be an invaluable tool to help keep you on track and moving in the direction you want to go. In the hurley-burley of daily business, it is very easy to lose sight of your objectives and goals -- a business plan can help to keep you focused. A business plan can also serve to help others to understand your vision, including suppliers, customers, employees, friends, and family.

**Sales Tool** A business plan can serve as a sales tool. You will probably need outside financing to start your business, and a business plan is the tool you need to convince investors to come on board. You may also want and need concessions from suppliers or customers -- a business plan can help you get them. Finally you may need to convince family members, or even yourself, that your ideas will bear fruit. A well-written business plan can serve to sell people close to you on the benefits of proceeding with your concept.

Perhaps the most important reason to write a business plan is that it requires you to engage in a rigorous, thoughtful and painful process that is essential before you start is a rigorous process before you start a viable venture. It requires you to answer hard questions about your venture – why is there a need for your product service? Who is you target market? How is your product/service different than your competitor's? What is your competitive advantage? How profitable is the business and what are the cash flows? How should you fund the business?

An added benefit is that by virtue of going through this process you will have established a sound basis for verbally communicating the attractiveness of your venture. To be able to describe your business in a compelling manner and then to succinctly answer questions from investors is a critical skill. You can do this well only when you have made the venture a part of your soul. *Writing a Successful Business Plan* will help you do this.

# Elements of a Successful Business Plan

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## Executive Summary (1 page)

### Company Overview (~1 page)

- Introduction
- Mission Statement
- History and Current Status
- Objectives

### Product and Service (~1 page)

- Features
- Benefits
- Proprietary Rights
- Stage of Development

### Market and Industry Analysis (~3pages)

- Market Size and Growth
- Trends
- Target Market
- Industry Structure
- Competitive Environment
- Competition
- Opportunity

### Marketing Plan (~4 pages)

- Target Market Strategy
- Channel
- Positioning
- Product/Service Strategy
- Pricing Strategy
- E-commerce
- Communication Strategy
- Sales Strategy
- Revenue Model

### Operations Plan (~2 pages)

- Operations Strategy
- Scope of Operations
- Ongoing Operations

### Development Plan (~1 page)

- Development Strategy

### Management (~1 page)

- Company Organization
- Management Team

### Competitive Advantage (1 page)

### Financial Plan (~3 pages)

- Financial Projections
- Key Assumptions
- Sources and Uses of Funds
- Business Risks

### Funding (1 page)

- Funding Requirements
- Funding Strategies
- Sources and Uses of Funds Statement
- Offering

### Appendices (15 pages max)

#### Required

- Key financial assumptions
- 5 year Income Statement
- 5 year Balance Sheet
- 5 year Cash Flow
- Monthly & Quarterly Cash Flow Statements
- Financial Comps
- Resumes of founders and principals

#### Optional

- Customer surveys and results
- Operations layout
- Sample menus, web pages, adverts, etc.
- Anything else that will help to illuminate and/or sell your plan

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## Executive Summary

The Executive Summary of a Business Plan is a one-page distillation of your entire plan, and often is the last section to be written. Despite the title, it is not written for executives, nor is it a summary of the plan. Its objective is to capture the reader's interest, so that they want to read the entire plan; even better to call you to arrange a meeting. It should be considered a chance to "sell" the reader on the business opportunity.

A first-time reader should be able to read the Summary by itself, and know what your plan is all about. The Summary should stand-alone and should not refer to other parts of your plan. Remember, most readers will never get any further than your Executive Summary, so make it count!

The Executive Summary should be a maximum of 2 pages. Ideally you should try to get it all on one page. This is very difficult to do, but being succinct has great benefits when trying to capture the attention of investors. The summary should address the following elements of the plan:

- **Concept Description** Summarize the essence of your business.
- **Opportunity** Why is this a good opportunity? What evidence do you have to support the demand? What is the size of your market? What are the critical trends and how will your company exploit them? What is the compelling need?
- **Product/Service** Describe the product or service. How is the product or service to be produced and delivered?
- **Value Proposition** Who is the target market? What are benefits to the target market?
- **Marketing Strategy** What are the key elements of your marketing strategy?
- **Competitive Advantage** Who is the competition? What is your competitive advantage?
- **Management:** Who is the management team and why will they make a success of the venture?
- **Financial** How large will the company become, i.e. what revenues will be achieved in year 3 or 4? When will the company breakeven?
- **Funding** How much funding is required? What is the offering? What is the exit strategy?

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## Company Overview

The Company Overview is a brief (one page) description of the company you have founded or want to found. How will it be organized? Will it be a sole proprietorship, partnership, or corporation? What are your ambitions for the company? Will it always be a small company, or do you want to grow it into an international giant? Upon reading this section, the reader should have a good idea of where you are and where you are going with your company.

### Introduction

In the introduction to the Company Overview, answer the following questions in a single paragraph:

- What is the name of our company?
- Does our company currently exist, or will it be forming?
- Where is it located? Where will we grow?
- How is our company organized (e.g., sole proprietorship, partnership, corporation)?

### Mission Statement

Your mission statement is a short (one sentence to one short paragraph) inspirational statement of the vision and goals you have for your company. Too many mission statements are vacuous exercises in ambiguity e.g., "employees are our most valuable asset". Be sure that your mission statement is succinct and content rich, and excites your readers.

### History and Current Status

Briefly outline the history and current status of your company.

### Objectives

In this subsection, spell out the objectives of your company in a single paragraph:

- Where are we going with our company?
- What are our goals for the company (keep it small, grow it big, franchise it, etc.)?
- What is our exit strategy for ourselves and for our investors (sell to larger company, go public, buy out investors, etc.)?

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# Product and Service

## Guidelines for Preparing This Section

This section is a detailed description of the products and/or services you will be selling. You should not assume that the reader is familiar with your product/service, so be sure to explain and describe it carefully. Begin to sell your idea here by generating some excitement about your product/service. Be factual, but be enthusiastic. When readers have finished learning about your product or service, they should be primed for the marketing, operations and financial strategies of your venture.

## Sources of Information

- Technical specification and drawings
- Prototype
- Competitor product/service matrix
- Interviews - talk to experts in the marketplace, including buyers, suppliers, sales representatives, wholesalers, distributors, and retailers.
- Customer surveys
- Interviews
- SWOT analysis

## **Features**

Describe the product/service features:

- Describe the attributes of your product/service, e.g. speed, innovativeness, ease of use, etc.?
- What evidence do you have to support the demand for these features?
- Is there a range of product/services being offered at the beginning of the venture? What will be introduced over the next 3 to 5 years?
- What customer service or tech support will you provide? After sales support? Training? Delivery? Installation? Repair service? Warranty? Payment terms?
- What are the prices?
- For service businesses describe the environment (size, décor and layout, location, etc.). Write a one-paragraph description that evocatively describes the experience of customers using your service.
- What is unique about our product/service? What is the benchmark?
- How will the product/service be produced and delivered? How will it be packaged?
- For technology products, what are the major technical milestones that must be achieved? What is the basis for believing that they are achievable?

## Benefits

Describe the benefits to the target market. When considering the benefits of a product/service, remember that features are not the same as benefits. Your new bicycle may be fast and red but these are not benefits. The benefit is that you can win competitions and look cool. Think about the impact on the target market's feelings (emotions) and pocketbook (financial) (Levinson, Guerrilla Marketing, 3<sup>rd</sup> edition, Houghton Mifflin Co).

- Describe the major benefits of the product/service. How do the benefits address the needs of the target market? Think beyond a generic description of benefits, e.g.
  - Best quality: do you mean appearance, durability, reliability, etc.?
  - Good service: do you mean on-time delivery, maintenance, tech support, etc.?
  - Efficiency: do you mean less time, easier to use, greater output, fewer resources, etc.?
  - Save time: to do what? It may not always be important to save time.
  - Convenience, for what?
- Are the benefits well understood by the target market? What evidence do you have to support this?
- Prepare a features and benefits table. For each of the important features, describe the corresponding benefits.

## Proprietary Rights

What proprietary rights do you have to the product/service? (For many products, there are no proprietary rights and this subsection can be deleted.)

- Patents, copyrights, trade secrets, non-compete agreements?
- Other proprietary knowledge or skills?

## Stage of Development

Briefly describe the current status of your product or service:

- Where is the product in its lifecycle (early, growing, mature, declining)?
- Is it ready for the market, or is it in development?
- If in development, how far along is it?
- What obstacles remain?

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## Market and Industry Analysis

### Guidelines for Preparing This Section

This section dispassionately describes the market you will enter and the industry in which you will compete. You may not even mention your business here, unless it is already a part of the industry. When finished with this section, you and your readers should understand the dynamics, problems, and opportunities driving your marketplace.

### Sources of information

- Secondary research - internet, library, trade associations and journals.
- Interviews - talk to experts in the marketplace, including buyers, suppliers, sales representatives, wholesalers, distributors, and retailers.
- Customer surveys
- Supply chain analysis
- Samples of competitor products
- Competitor brochures, catalogs, specifications, literature, websites, advertising and promotion materials

## Market Size and Growth

A market consists of a group of customers who are willing to buy products or services to satisfy a need. For example, people need shoes to wear to work, go dancing, play sports and climb mountains. This is the footwear market and each of these examples represents a different segment. Within these segments there may be sub-segments, e.g. in the sports market there are different segments for running, cycling, rodeo, etc.

- Define the market in which you are competing, e.g. cycling footwear, dental care, industrial water purification, etc.
- Determine the size of the market you are considering in numbers of customers, units sold (or transactions) and dollar value of purchases.
  - What is the historic growth rate? Future growth rate?
  - What data is there to support your analysis? Identify the sources.
- Prepare a table(s) that summarizes the size and growth by segments or groups of customers:
  - Market demographic, psychographic
  - Geography: local regional, national, international
  - Sector: industrial, consumer, government

## Trends

- Determine the trends that are driving the market? How is the market changing? Consider economic, socio-cultural, political/legal, global, environmental, demographic and technological. For example, what is the impact of aging baby boomers, single parent families, ecommerce, etc?
- Describe both positive and negative developments. Even negative trends can represent opportunities, e.g. in mature markets a consolidation plan could be viable.
- Are there customer groups or regions that are not adequately being served? Is there a segment where customers are dissatisfied?

## Target Market

In this section you will analyze the specific market segment that represents the best point of entry. Your market will probably be smaller than the entire market defined above. The focus here is on the consumer of the product/service. This distinction is important because the consumer is often different than the entity that buys the product, i.e. pays you money. Another way to consider this is to identify a niche that exists which you could exploit? This section should address the following points:

- Target Market Size
  - Determine the size of the market segment: numbers of customers, units sold (or transactions) and dollar value of purchases.
  - What is the expected growth over the next 5 years?
  - Identify the source of the data.
- Customer Description

Most ventures address either a consumer market or a business market. The motivations of each are different. If the product/service is sold through a distribution channel, system integrator or OEM, consider both.

### *Consumer market*

- Characterize the target customer according to the following criteria:
  - Demographics (gender, sex, age, race, education, occupation or profession, income, location, etc)
  - Psychographics or life style (attitudes, beliefs, opinions, interests, values, etc.)
  - Social status (infers certain behavior: middle class values education, family activities, etc.)

- What does the target customer think about the product/services currently in the marketplace? How willing are they to change?
- How are buying decisions made? Who makes the decision? Who influences the decision? Are buying decisions based primarily on price, quality, service, convenience, or others? Is there repeat business?

#### *Business market*

- Describe the organizations that purchase the product/service. What industry or sector, e.g. automotive, state governments, nonprofit? What size, e.g. Fortune 100, number of employees, etc.? Where located?
- What does the target market think about the product/services currently in the marketplace? How willing are they to change?
- How are buying decisions made? Are there different approval levels? Are decisions made centrally or decentralized? At what level is the ultimate responsibility for approving expenditures? What is the budgeting cycle? How long does it take from the first contact to receipt of an order?
- What criteria are used to make buying decisions: lowest price, service response, tech support, distance from supplier, global reach, ISO 9000, design capability, range of products, just-in-time, inventory levels, etc.?
- What is the payment policy? Will organizations pay cash or by credit card, make a down payment, require credit, etc.? If credit terms are required, are discounts for early payment expected, e.g. 2/10, net 30 days? What is the actual payment practice?
- Are purchases typically made directly from the supplier, through wholesalers, distributors, retailers, or other?
- Customer Research  
Describe the conclusions of customer surveys. Give a brief summary of how the research was conducted. A complete description of the results and methodology should be included in the appendix.
  - Do customers recognize that they have a need for your product or service?
  - What features do they want?
  - How much would they pay?
  - Why would they not buy your product/service?
  - Do they really understand the benefits of your product/service compared to all of the others on the market?

- If the survey is conducted properly you should be able to estimate what percent of the potential customers would buy your product/service? This is a very strong basis for determining the market size.

## Industry Structure

Describe how the industry is organized.

- How are goods and services produced and delivered to customers. Where are they produced? What is the level of integration?
- How do distributors, dealers, VAR's and systems integrators fit in?
- A good way to understand the industry is to analyze the supply chain from beginning to end. This should give you a good understanding of the competitive forces and where you fit in.

## Competitive Environment

Describe the competitive environment in your industry:

- What bases do the companies in the marketplace compete: service, quality, price, new product/service introductions, customer support, etc.?
- What is the degree of rivalry among competitors? A highly competitive industry means price competition. Most new firms can't compete on price.
- What is the response of competition to new entries into the market?
- What problems and concerns do customers have with these competitors?
- What is the average size of the competitors? Is your market place dominated by a few companies that control over 60% of the market? Unless these companies are SOT's (slow, old and traditional), you should not consider competing directly with them.
- How do your competitors perceive themselves? Obtain brochures, literature, and advertisements.

What barriers to entry do new companies face? Consider the following:

- Economies of scale: manufacturing, marketing, technological
- Customer loyalty: well established brands, long established relationships
- Agreements with customers, suppliers, strategic partners
- Control of the distribution channel
- Switching costs
- Capital requirements: high investment
- Access to distribution channels: exclusive distribution agreements, dominant position of competitors
- Intellectual property: patents, trade secrets, copyrights, trademarks, know-how
- Government regulations: defense contracts, import restrictions

- Industry hostility to new entrants. Will use all means to drive out new competition: pricing, legal, spreading rumors
- Social

How much control do you have over:

- Setting prices: how are prices established in your marketplace (major competitor, industry practice, value added, etc.)? What is the bargaining strength of customers?
- Costs: can you gain an advantage through technology, process design, resource ownership or access to raw materials, low cost labor, economies of scale (difficult for a start-up), and capacity utilization. What is the bargaining strength of suppliers?
- Channels of distribution: what channels of distribution exist? What access do you have to existing channels of distribution? Can you create new ones? What is the bargaining strength of channel companies?

## Competition

Write a paragraph on each competitor that provides a short description of what the company does; its position in the industry; strengths and weaknesses. Competition can come from several different sources. Consider the following:

- Direct: companies that produce same product/service; but, they may have different strategies to compete - price, quality, selection, performance, design, tech support.
- Indirect: companies that satisfy same need with different product/services.
- Future: companies that have the capability to enter your market; they may have the same customers; but use different technology or channels

To help you write this section prepare a competition matrix analysis that compares your venture with the major competitors. Consider the following factors for each competitor. Do not be restricted to these, as each industry will have its own.

- Product/Services
  - Product/Service offering – breadth and depth
  - Quality (define the type quality)
  - Detailed analysis of the key features. Obtain samples of the competitor's products, or at the very least, specifications and drawings. For retail businesses visit the competitor's locations, observe the environment and how customers interact with the business. For internet businesses evaluate the websites.
  - Strengths and weaknesses

- Location
- Marketing
  - Price range and policy
  - Target market
  - Channels of distribution
  - Marketing/advertising strategy
  - Sales strategy
  - Noteworthy marketing techniques (pricing, packaging, promotions, advertising, website, distribution, etc.)
  - Market perception of the company (branding strategy)
  - Market Share
- Management
  - Key management (backgrounds and experience)
  - Operations (manufacturing and location, outsourcing, sources for services, materials)
  - Strategic alliances
- Financial
  - Company size (revenues, number of customers, number of employees, etc.)
  - Financial resources (ownership, funding, investors, profitability, financial soundness, etc.)

## Opportunity

In this section you should describe succinctly what the opportunity is and why it is attractive. Here is where you need to draw conclusions based on your research, interviews and particularly the customer surveys? This is a key section of the Plan because here you must make the case that there is attractive opportunity for your venture.

- What is the size of the opportunity? How rapidly is it growing? What trends support the opportunity?
- What is the compelling need? What problem are you solving?
- What evidence do you have that proves there is a market?
- Who is the target market?
- What is unique about your product or service? What are the benefits?
- What is your competitive advantage?

# Marketing Plan

## Guidelines for Preparing This Section

The Marketing Plan will make or break the prospects for your venture. A great idea is meaningless if you cannot find customers. Carefully drafted and logical financial projections are irrelevant if nobody buys your product. In this Marketing Plan section you must convince the reader that there is indeed an eager market for your product. The Marketing Plan is where you show how you are going to fit into the market structure you just finished describing.

## Sources of Information

Research you do for this subsection will be with customers and potential customers. It is imperative that you do sufficient customer research to convince potential investors that customers will indeed come flocking to buy your product or service. Customer research can include simply talking with potential customers to get reactions to your product idea, conducting focus groups, undertaking walk-up or mailed surveys, putting up a mock demonstration of your concept and soliciting customer feedback, and so on. Be creative in finding ways to get honest customer input about your product or service. And finally, don't inadvertently cook the books here. You are undoubtedly enthused about your concept. Customers will pick up on your enthusiasm and often reflect it back to you, leading to erroneous conclusions about customer acceptance. So be neutral and factual as you collect data.

- Customer surveys
- Interviews
- SWOT analysis

## **Target Market Strategy**

Describe your target market. You may need to distinguish between the consumer of the product/service and your direct customer (the one who pays you money).

Provide a profile of the consumer that are you targeting to launch the product or service:

- Describe the characteristics that define your target customers. (demographics, psychographics, type of company or industry, etc.)
- Describe the unmet needs of your target customers that your product /service fulfills or the problems that it solves.
- Describe how your customers make buying decisions.
- What evidence do you have that your customers understand the benefits and that they care enough to buy your product/service?

- What evidence do you have that the benefits of your product/service are sufficient to overcome brand loyalty to the competition and associated switching costs?
- What customer segments will you move into in the future? Why these particular segments? When?

## Channel Strategy

Describe how your product/service will reach your customers. Unless you plan to sell directly to consumers there are many different channels that you can use, depending on the industry in which you are competing.

- Potential channels
  - Distributors, wholesalers and retailers
  - Original equipment manufacturers (OEM's), System integrators and value added retailers (VAR's)
  - E-commerce
- Should you consider a multi-channel strategy? E-commerce can complement other forms of distribution.
- Identify specific companies that will be your channel partners. Describe how they make buying decisions.
- Describe the discussions that you have had and any commitments that have been negotiated.

## Positioning

Prepare a statement that positions your product/service in the minds of the target customers relative to the competition. The statement describes the market you are considering, identifies the target customer, describes important features and explains why the customer should care (benefits). For example,

“SST is a stainless toothbrush company in the dental care industry. The one bristle brush made of high tensile stainless steel provides an exhilarating teeth cleaning experience to thrill seeking X-gen consumers.”

To prepare this consider the following:

- What does the target customer need to believe about your offering?
- What attributes and benefits of your product/service are most persuasive in getting the target customer to act?
- What is the name of the company and why has this been selected?
- What are the company characteristics (essence of personality, tone and manner)?

Explain why you have chosen to position your company in this way. Is there an unmet need in the market? Does this give you an advantage over the competition?

The positioning strategy should be the basis for all of the marketing strategies that follow.

## **Product/Service Strategy**

Describe how your product has been designed and tailored to meet the needs of your target customer and how it will be competitive:

- What product/service will you offer initially?
- What specific product/service design and performance characteristics meet the needs of your customers?
- How will your product/service be different from your competition?
- How can you enhance the product or service with a unique process, resources, employee skills, systems, location, strategic partnerships, etc?
- How will you provide customer service? Training? Repairs and warranty? (This has a major impact on your Operations Plan.)
- What future products will you launch? When? To what target customers?
- What differentiates your product/service in your target customers' minds?
- What are the strengths of your product/service? Weaknesses?

## **Pricing Strategy**

Explain your pricing strategy and why it will be effective with your target customer.

- What is your pricing strategy? Why? Consider the following strategies:
  - Commodity pricing
  - Set by the market
  - Supply and demand
  - Based on competitor(s) price
  - Value pricing - how much the customer is willing to pay for value received
  - Payback period – depends on impact on company profit
  - Industry rule of thumb – keystone pricing is common in retail businesses and equals purchase cost + 100% markup
  - Introductory low price to get customers to use
  - Cost plus + markup
  - Razor & razor blade
  - E-commerce – transaction fee, advertising, intermediary commission, affiliate commission fee, subscription fee
  - A la carte
- List the prices for each of the products/services that you offer. What will the prices be in years 2 to 5?

- What is the channel pricing, i.e. what discount does each element of the channel receive at each stage. For example, the consumer of salmon pays to the retailer \$10.00 per pound; the retailer pays the wholesaler \$7.50 per pound; the wholesaler pays the salmon company \$5.00 per pound.
- How does your pricing strategy compare with your major competitors?
- What evidence do you have that your target market will accept your price?

## **E-commerce**

All businesses need to consider how they can make use of e-commerce. Whether you sell direct to consumers or through distribution channels, e-commerce should be an integral part of your marketing strategy. Consider the following:

- Brand building through affiliate programs and email marketing lead generation through search engines and affiliate programs
- Websites to provide information, product descriptions and pricing; conduct transactions and enhance branding
- Customer and technical support
- Extranets to provide coordination with customers

## **Communication Strategy**

Explain your communications strategy. It is critical that you inform your target market about the availability of your product/service, and that you continue to communicate the benefits. You should consider the following:

- Media advertising (TV, radio, newspaper and magazines)
- Direct response advertising (mail, email, text messaging, infomercials)
- Outdoor advertising (billboards, posters, cinema, vehicles)
- Brochures, catalogs, specifications, manuals
- Point-of purchase
- Trade and consumer promotions
- Sponsorships and event
- Exhibitions and conferences
- Public relations
- E-commerce

What messages need to be communicated to establish your brand? What is the visual identity (brand name, logo, tagline, packaging, color palette)?

## **Sales Strategy**

How you will sell your product/service is a critical component of your success. Remember, nothing happens until the sale is made.

Describe how your product/service will be sold:

- Personal selling? TV infomercials? Direct mail?
- Who will do the selling? Company sales force? Manufacturer's representatives? Telephone solicitors?
- How will you generate leads?
- How will you recruit, train, and compensate the sales force?
- How will you support the sales effort (e.g. internal staff, service operations, etc.)?

## **Revenue Model**

Prepare a table that forecasts the revenue of your venture over the next 5 years. The key is to consider the drivers of your revenue. For each market the factors are different. Consider the following:

- Market potential
  - Size of the market in units, number of customers or transactions
  - Growth rate
- Market share
  - Penetration rate
  - Roll-out strategy
- Product and services offered
  - Range & mix
  - New products or services
  - Obsolescence
- Frequency of purchase
  - Number of purchases per week, month
- Capacity utilization
  - Hours operated
  - Turns
- Channel strategy
  - Distribution channels
  - Discount
- Prices for each product line based on your pricing strategy

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# Operations Plan

## Guidelines for Preparing This Section

The Operations section outlines how you will run your business and deliver value to your customers. Operations is defined as the processes used to deliver your products and services to the marketplace and can include manufacturing, transportation, logistics, customer and technical service. In all likelihood, about 80% of your expenses will be for operations, because 80% of your employees will be working in operations, and 80% of capital expenditures will be utilized in operations.

Be sure that you carefully link the design of your operations to your marketing plan. For example, if high quality will be one of your comparative advantages in the marketplace, then design your operations to deliver high quality, not low costs. Remember that you will probably have to make trade-offs with your operations. It is impossible to have the lowest costs, highest quality, best on-time performance, and most flexibility in your industry all at the same time. Often, higher quality means higher costs, lower costs means less variety and less flexibility. Be careful how you make these trade-offs so that you can deliver products to the market in accordance with your marketing plan!

## Sources of information

- Supply chain analysis
- Interviews with industry experts, process and production engineers, civil engineers
- Thomas Registry
- Yellow pages
- Industry trade publications

## **Introduction**

Write a brief introduction to the operations section. This can also be a good place to include a more colorful and evocative description of how you will use operations to add value for your customers.

## **Operations Strategy**

Describe how you will fulfill your marketing strategy using operations:

- Describe the process for producing and delivering your product/service.
- How will you use operations to add value for customers in your target market?

- How will you win in the marketplace on the dimensions of cost, quality, timeliness, and flexibility? Which dimensions will you stress and which will you de-emphasize?
- Can you use extranets to provide coordination with vendors and strategic partners?
- Does your process or way of doing business give you a competitive advantage e.g. Southwest Airlines or Amazon?

## Scope of Operations

Describe which operations you will do in-house and which you will subcontract. Why does this make sense for your business? Include details in an appendix, as necessary. Consider the following:

- Production
- Product development
- Order fulfillment
- Customer service
- Warehouse and shipping
- Tech support
- Installation
- Warranty service and repairs

## Ongoing Operations

Describe how your company will operate on an ongoing basis? Include detail in an appendix, as necessary.

- Identify the key vendors, suppliers, strategic partners, and associates. What arrangements have you discussed with them? What price agreements have you reached?
- Based on your sales forecast, estimate how much production or service capacity is required over the next five years. This is usually expressed as some rate per hour, day, week, month or year. For example, 100 lighting fixtures per month or 150 meals per day for a restaurant. This is critical to answering the following questions:
  - What type of operations facility is required: size, type of space (office, laboratories, production, warehouse and shipping).
  - Where will you be located? Why this particular location?
  - What capital assets do you require? Describe the major items (equipment, vehicles, buildings, fixtures, decorations, computers and software, etc.) and how much each will cost. Will you lease or purchase?
- Determine your manpower requirements to produce and deliver the product/service. What types of employees are needed (skilled, technical, supervisory, manual, etc.)?

- Provide a layout of the production or service process. How will your product/service flow through the facility? Put this in the appendix?
- Determine how much inventory is required to support the marketing strategy. Express it in terms of days or turns. Keep in mind that it is very difficult in the early stages of a new business to operate a just-in-time system. The order quantities are too small for suppliers to produce economically in small batches and deliver to your warehouse every day. Lead times from receipt of order can also be quite extended for small quantities.

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## Development Plan

### Guidelines for Preparing This Section

In this section, you will outline how you intend to ramp-up your business. Assuming you have a dynamic marketing plan and customers do indeed come flocking for your product or service, you must be able to deliver it to them. The Development section is a road map of how you are going to get from where you are now to where you want to be in the future. If you are starting a business, what are the key steps that you need to accomplish to get the business up and running? If you are expanding a business, what do you need to do to make it grow? These steps can be as routine as securing retail space, or as critical as applying for and getting a patent on key technology. Don't go into too much detail here. For example, the need to get business cards printed probably does not belong in a development plan. Use your judgment.

### Sources of Information

- Marketing Plan
- Operations Plan
- Management Plan
- Financial Plan

## Development Strategy

Describe the 5 to 10 key events that must take place for your venture to succeed. The focus should be over the next 2 to 3 years. For each step indicate the completion date. Consider the following:

- Product and process development
- Intellectual property
- Marketing strategies, e.g. advertising launch, catalog mailing, website launch
- Agreements with key customers, distributors or suppliers
- Strategic alliances
- Roll-out strategies, e.g. by regions, new products, new channels
- Facility construction and equipment installation
- Market and beta tests
- Key hires, e.g. sales manager
- Funding

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# Management Plan

## Guidelines for Preparing This Section

Investors often assert that there are three attributes important for a successful start-up business: management, management, and management. Many claim they will invest in a strong management team with a mediocre idea, but will decline to fund a weak management team with a great idea. The purpose of the Management section therefore is to convince the reader that you have a great management team to complement a great business concept.

This is not the place for modesty or self-deprecation. Be honest, but highlight your accomplishments and your capabilities while mitigating any obvious shortcomings or weaknesses. For example, if you are young and inexperienced, accentuate your energy, capacity for hard work, and willingness to learn, while downplaying your lack of experience. When readers are finished with this section, you want them to be confident that your venture is in good hands and will be competently managed -- by you!

## Sources of Information

- Resumes
- Interviews with investors

## Company Organization

Describe how your company will be organized.

- Prepare an organization chart.
- Will you have a board of directors? Who will be on it? What will be their role?
- Will you have a board of advisors? Who will be on it? What will be their role?
- What is the ownership structure of your company? What percent of the company do each of the founders own?
- Do you plan to have a stock option plan? If so, describe how the plan will be organized and how large a pool of shares is needed.

## Management Team

Describe the founders and principal managers who will run your firm.

- Write a short paragraph on each of the key managers? (Include resumes in the Appendix)
  - What will be their duties and responsibilities?

- What unique skills do they bring to the venture?
  - How will they be compensated?
- Is there a significant “hole” in the team? How do you propose to fill it?

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# Competitive Advantage

## Guidelines for Preparing This Section

One of the most difficult, but essential, tasks that entrepreneurs face is to explain their competitive advantage. This results primarily from an inability or unwillingness to look honestly at the competitive environment. If you have conducted an industry analysis as suggested in this Plan then you should be in a good position to define your competitive advantage.

A second reason this is difficult is that by virtue of you being successful you will create competition. How can you sustain your competitive advantage when strong competitors appear?

The following are potential competitive advantages to consider. All of these are not equal because they either are not sustainable or can be easily duplicated by your competitors:

- Strong Competitive Advantages
  - Intellectual property
  - Agreements with customers or suppliers
  - Long term contracts
- Credible Competitive Advantages
  - Control of costs
  - Control of prices
  - Control of channel
  - Location
  - World class management
  - Expertise
- Difficult Competitive Advantages
  - First to market
  - Development lead time
  - Brand
  - Quality
  - Service
  - Execution
  - Relationships

## Sources of Information

Interviews

## Sustainable Competitive Advantage

Identify the venture's resources:

- Financial: access to capital (equity & debt), cash reserves, government grants, etc.
- Physical assets: plant & equipment, raw materials, location, working capital, etc.
- Human: social, employee knowledge, experience, accumulated wisdom, labor cost and skills, etc.
- Intangible: patents, trade secrets, know-how, copyrights, databases, etc.
- Organizational: culture, contacts, policies, Boards of Directors & Advisors, suppliers, service providers, etc.

Identify the venture's capabilities:

- World class management (serial entrepreneur)
- Well developed, high-quality, accessible contacts that take years to build
- Sales and marketing experience
- Science or technology expertise
- Supply chain expertise
- Product/service design expertise
- Sales & distribution organization
- Total operational approach (e.g. Dell, Wal-Mart)
- Etc.

What barriers can you establish that would restrict entry into of competition?

- Intellectual property: patents, trade secrets, copyrights, trademarks, etc
- Switching costs to your target market
- Customer loyalty
- Agreements with customers, suppliers, strategic partners
- Control of the distribution channel
- Etc.

# Financial Plan

## Guidelines for Preparing This Section

The Financial Projections section should be frosting on a cake. You've outlined a great business concept, demonstrated a real need in the marketplace, shown how you will execute your ideas, proven that your team is just right to manage the venture, and now you will show how profitable the venture will be and the cash flow. Note, however, that if your business concept is weak, or there is not a market, or if your execution is poor, or if your management team is incompetent, then your financial plans are doomed to failure. If you haven't convinced your readers by now in the strength of your concept, then they won't be convinced with your financials.

Having said this, it *is* important that you have strong, well-constructed financials. If you can't show that your great concept is going to make money, your readers will quickly lose interest.

## Sources of information

- Revenue Model
- Marketing Plan
- Operations Plan
- Development Plan
- Management Plan
- Financial Comps

## Financial Projections

Create *pro forma* income statements, balance sheets, and cash-flow projections for 3 to 5 years. As a rule of thumb, your financial projections should extend far enough into the future to the point where your business has achieved stable operations. You may want to consider a Financial Projections Model developed by Frank Moyes and Steve Lawrence specifically for this task developed. This may be downloaded from <http://leeds-faculty.colorado.edu/lawrencs/bplan/>.

Be sure that your financial projections are in congruence with the other sections of your plan. For example, if you say you will open 3 stores in Year 2 and your financials show you opening 5 stores, readers will quickly lose confidence in your plan.

Prepare the following projections place them in the Business Plan Appendix:

- Income Statement by years for 5 years; by months for years 1-2 and by quarters for years 3-5

- Balance Sheet years for 5 years
- Cash Flow by years for 5 years; by months for years 1-2 and by quarters for years 3-5
- Break-even Analysis
- Financial Comps
  - To help to validate your financials, compare critical financial measures from your plan to peer companies in your industry (see attachments for an example). Be able to explain and justify significant differences.
    - Understand where and why there are differences – differences are perfectly acceptable *if* they can be explained and justified.
    - If you cannot justify significant differences, adjust your financial statements to bring them more into line with your industry.
- Assumptions
  - What assumptions have you made in putting together your financial forecasts? Describe in detail.
    - Revenue forecasts (prices, volume, discounts, margins)
    - Cost of Goods Sold (materials, labor, major indirect expenses)
    - Sales and Marketing expenses (numbers of people, key salaries, customer acquisition costs, commissions, exhibitions, advertising and promotion)
    - Development expenses (numbers of people, key salaries, subcontract, major expenses)
    - Administrative expenses (numbers of people, key salaries, profit sharing, rent, major expenses)
    - Extraordinary income and expenses
    - Tax rate
    - Capital Expenditures: prepare a detailed list of fixed asset items (equipment, vehicles, buildings, fixtures, decorations, computers and software, etc.) and how much each will cost. What are the depreciation rate assumptions?
    - Working Capital (accounts receivable, inventory, accounts payable)
    - Funding (amount and timing of equity and debt, interest rate)
    - Other key assumptions

## Financial Summary

Prepare a summary of your financial projections to be included in this section of the Plan. The following format should be utilized:

## Summary of Financial Projections (\$000)

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>
<b>Summary Financials (\$)</b>					
Revenue	1,000,000	5,250,000	9,750,000	16,250,000	26,000,000
Gross Profit	(116,464)	1,723,836	4,066,571	6,936,714	12,002,857
EBIT	(711,131)	(152,064)	768,515	1,591,781	3,803,390
EBITDA	(667,750)	(20,350)	1,012,610	1,965,400	4,313,200
Net Earnings	(711,131)	(212,064)	720,515	1,009,141	2,273,634
Net Cash from Operating Activities	(810,830)	(534,510)	868,850	878,760	1,964,444
Capital Expenditures	280,000	500,000	550,000	650,000	750,000
Interest Income/(Expense)	0	(60,000)	(48,000)	(45,000)	(14,000)
Dividends	0	0	0	0	50,000
Cash	409,170	374,660	593,510	822,270	1,786,714
Total Equity	(211,131)	(423,195)	297,319	1,306,460	3,530,094
Total Debt	0	500,000	400,000	300,000	200,000
<b>Growth</b>					
Revenue Growth Rate - CAGR:		425%	86%	67%	60%
Net Earnings Growth Rate - CAGR:		Nil	Nil	40.1%	125.3%
<b>Ratios</b>					
Current Ratio	4.2	2.0	2.0	1.9	2.2
Debt to Capital (LT Debt + Equity)	0.0	0.3	0.2	0.1	0.0
<b>Profitability</b>					
Gross Profit %	-11.6%	32.8%	41.7%	42.7%	46.2%
Operating Expenses %	55.0%	35.7%	33.8%	32.9%	31.5%
Net Earnings %	-71.1%	-4.0%	7.4%	6.2%	8.7%
<b>Returns</b>					
Return on Assets	-73.9%	-9.2%	22.1%	20.0%	27.3%
Return on Equity	-90.1%	-19.7%	40.1%	36.0%	45.2%
Return on Capital (LT Debt + Equity)	-90.1%	-13.4%	32.8%	32.5%	43.5%

## Key Assumptions

Explain the key financial drivers of the venture. What assumptions have you made that will determine the financial success of the business? For example,

- What are the customer acquisition costs? Very important.
- What minimum number of customers per day and average selling price is assumed?
- What level of costs per unit must be achieved?
- What level of discount is assumed for the distribution channel?
- What are the lease costs for the site?
- What is the development cost and timing of a new product?

## Risks

What are the risks to the successful implementation of your plans? You might wonder why you should even mention risks in the plan – won't investors be frightened off if you point out potential problems? In fact the reality is just the

opposite. All businesses face risks and investors want to be assured that you understand what they are and, most importantly, what you are going to do to mitigate them.

Identify the major risks your venture faces. Focus on risks that are important and critical to your business, not the ordinary operating risks faced by any business.

The natural tendency is to consider what can go wrong. Equally important is what must go right. Briefly describe each risk and then explain what steps are you going to take to eliminate, or at least minimize, the risk . Consider the following:

- Market
  - Size of market
  - Competitor's response
  - Long sales cycle
  - Price that customers are willing to pay
  - Closing window
- Strategic
  - Establishing strategic partnerships
- Operational
  - Large number of interrelated components
  - Costs
  - Quality level
- Technology
  - Will it work?
  - Patentability
  - Time and cost to development
  - Scalability
- Financial
  - Risk/return
  - Dilution
- Macro-economic
  - Volatile industry
  - Government approval
  - New regulations and laws
  - Exchange rates
  - Interest rates

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# Funding

## Guidelines for Preparing This Section

In this section you will determine how much funding you require and how you will use it; decide what type of funding is appropriate for your venture; and explain the offer you are making to investors or lenders.

## Sources of Information

Interviews with investors and bankers

*Small Business Valuation Formula Multiples*, 2004 edition, Bizcomps

## Funding Requirements

From your cash flow statement, determine the required amount and timing of investments needed to execute your plan.

- Review the Cash Flow projections to determine the amount of cash generated or required for each year.
- Review the monthly and quarterly cash flows to determine the impact of seasonality or one time expenditures.
- Determine the amount and timing of cash infusions needed to prevent cash balances from going negative.
- Add a cash safety cushion to anticipated cash needs to protect against unexpected expenses or delayed income. A cushion of 20% is a good starting point in many situations.
- Develop a funding strategy that is consistent with your cash needs. For example, if you need cash in year one and again early in year two, it may make sense to seek funding in one lump sum in year one. Alternatively, if cash is needed in year one and again late in year two or year three, it may make better sense to seek funding in two tranches: the first in year one and a second in year two.

## Sources and Uses of Funds Statement

Prepare a Sources and Uses statement

- Sources: determine the type of funding most suitable for your business: equity, debt, or non-traditional financing
  - Equity funding is appropriate for most start-up businesses with moderate to large cash needs.
  - Debt may be appropriate for existing businesses with a financial track record and assets, or for start-up businesses with modest cash needs. In the latter case, credit card or other consumer debt may be appropriate.

- Non-traditional financing may be appropriate when customers or vendors are willing to participate in the business.
- Uses of Funds: based on the estimate of the funds required, describe how the funds would be used
  - Product design and development
  - Marketing actions, e.g. major advertising campaign, catalog
  - Capital expenditures, e.g. new machine, major renovation, information system
  - Working capital

## **Funding Strategies**

Determine the most appropriate source(s) for the type of funding you seek:

- Sources of equity funding
  - Friends and family – suitable for smaller businesses with modest cash needs, and that will eventually be able to pay dividends or buy back shares. Or, seed stage for high growth ventures.
  - Angel investors – suitable for moderately sized business with moderate cash needs, excellent growth potential, and a clear exit strategy. Or, seed stage for high growth ventures.
  - Venture capital – suitable for potentially large businesses with large cash needs, extraordinary growth potential, and a clear exit strategy (e.g., will go public or will be acquired)
- Sources of debt financing
  - Banks – suitable for businesses with established credit records, ongoing operations, and/or physical assets to use as collateral.
  - Small Business Administration – government guaranteed loans made by banks. The criteria are less stringent than a traditional bank loan, but the terms are more expensive.
  - Credit cards, second mortgages, consumer debt – may be suitable when cash requirements are small and the business will quickly begin to through off cash.
  - Friends and family – may be suitable for small businesses with modest cash needs, and with the ability to make loan payments on a timely basis
- Sources of non-traditional financing
  - Leases – lease rather than purchase equipment; cash flow must permit regular lease payments.
  - Customer advances – customers pay for merchandise or service at time of order in order to assist business and secure needed product.
  - Customer participation – customers purchase an equity stake in the business to secure need product and reliable source of supply.
  - Vendor participation – vendors furnish equipment and/or supplies in return for an equity stake in the business to secure initial and follow-on sales.

- Other creative arrangements – sources of non-traditional financing are limited only by the creativity and ambition of the entrepreneur.

## Offering

The Offering (or Funding Request) is where you make your pitch for money.

- Equity: describe the type of security being offered (common, preferred, warrants, etc) to the investor and what share of your company they will receive for a specified investment.
  - How many rounds of funding are required? How much is needed for each round?
  - To calculate how much of the company to offer you will need to place a value on the business. It is important that you persuade investors that the deal you are offering is fair to them and is supported by the facts. There are many approaches that can be used; you should investigate which method(s) are appropriate for your industry. From your interviews with industry experts and secondary research find out what valuations investors are being agreed to for companies of your size, stage and industry.
  - A valuation model is included in the Financial Projections Model.
  - What is your preferred exit strategy? How can investors realize a return on their investment? Go public? Sell out? Operate and grow? What is our exit for investors if the business does not develop as you hope?
  - Remember that everything is open to negotiation, so don't give away the farm on the first round!
- Debt: If you are seeking a loan, then you need to indicate to the lender the term of the loan, interest rate, collateral and how it will be repaid.
- In either case, it is important that you clearly spell out the key terms of the proposal and sell the advantages to the investor/lender, and make it clear how they can get a satisfactory return.

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## Appendices

The appendices are where you should collect all of the documentation that supports the body of your business plan. As with the plan as a whole, it should be complete, but succinct. Include those documents that are required (financial projections), those that are helpful (results of marketing studies), and those that assist in selling your idea (letters of interest from potential customers). Don't include lots of tangential information such as newspaper clippings or tables of data unless they serve to bolster your plan. One way to deal with information that is voluminous and/or lengthy (such as a large market research study) is to summarize it, and note in the plan that the complete document is available upon request.

### ***Required items***

- Financial Statements
  - Income Statement
  - Balance Sheet
  - Cash Flow
  - Monthly and Quarterly Cash Flow Statements
- Break-even analysis
- Financial assumptions
- Management resumes

### ***Optional items***

- Surveys and survey results
- Competition matrix
- Competitor product/service matrix
- Development timeline
- Operations layout
- Sample menus, web pages, advertisements, etc.
- Anything else that will help to illuminate and/or sell your plan