**Operations plan template**

This operations plan template has been written to give you an idea of some of the things you could include in your operations plan. You can add or delete sections and other details, as relevant to your business.

## 1. Cover page

Operations Plan

[The registered name of your company]



[Your logo]

**Note: You might also want to give the name of the person who put the operations plan together**

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## 2. Table of contents

**List the topics that will be covered in the plan:**

1. Executive summary
2. Strategic content
3. Goals and objectives
4. The production process
5. Key Performance Indicators (KPIs)
6. Financial summary
7. Potential risks
8. Appendix
9. Contact details

## 3. Executive summary

General overview of the plan: In a few sentences, summarise everything you’ve got planned for the year ahead.

## 4. Strategic context

Use this section to list your company mission and vision for the future and to explain why this plan is important.

Include any other details (for example, changes regarding your competitors or any extra capital you might have raised).

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## 5. Goals and objectives

Outline what your company is aiming to accomplish over the next year, listing all the goals and milestones that will help you to achieve your end objective.

Include a timeline, stating the specific deadlines for when tasks or projects need to be completed by.

**Note: Remember to be realistic when setting deadlines, as itt could demoralise employees if your expectations are unreasonable.**

## 6. The production process

Here you describe exactly how you’re going to achieve all of your goals and objectives, listing all the resources you need to do so.

**These are some of the things you could include:**

* **Location** – [Give your business address and describe the site. It may be that some operations take place off-site. If so, you’ll need to provide extra information on that facility.]
* **Special requirements** – [Your business may need extra things like water, power or drainage, so you should list these here, along with any licences or permits that have been granted to accommodate this.]
* **General information** – [Include your hours of operation and which days the business will be open.]
* **Staff** – [As well as stating the number of staff you’re hiring and the different departments you have set up, it’s important to clearly define the duties and responsibilities of each role and specify who is responsible for achieving the goals you’ve set out.]
* **Equipment and technology** – [List all of the equipment your business uses, with details on how much it costs to buy or rent.]
* **Materials** – [State the materials you’re going to use to produce your service or product.]
* **Supply chain** – [Name your suppliers, giving details of the prices, conditions and other terms you’ve negotiated with them. You should also give details of any backup suppliers in case these ones let you down.]
* **Production** – [If you’re selling a product, give an accurate estimation of how long it’ll take you to produce a single unit.]
* **Quality control** – [Explain any quality control measures you have in place.]

## 7. Key performance indicators (KPIs)

**Note: This section is important - it will help you to determine how well your business is performing.**

Aim for five indicators that can measure the success of your strategy within a specific timeframe.

## 8. Financial summary

**Note: Investors will be particularly interested in this section as it’s where you outline all the financial details of your business.**

**You should include:**

Financial breakdowns

* Analyses
* Projections

**Note: To add clarity to this section, you can include graphs and tables.**

## 9. Potential risks

E.g. if your employees handle hazardous substances, describe the steps you take to ensure their safety.

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## 10. Appendix

**Include supporting documents, such as:**

* Floor plans
* Images of the building you work from
* Copies of your lease or rental agreement
* Photographs of your product and the materials you use
* Licences and permits
* Your quarterly figures
* CVs of key managers

## 11. Contact details

Here you should give details on who the reader can contact if they want more information.

**Note: It’s also worth including your business’s website address.**