



Like A Boss Girls Business Plan Basics Operations Plan Worksheet

Use this worksheet to help you outline the content for the Operating Plan section of your Business Plan!

1. What is the “flow” of your business when it comes to interacting with customers? Fill in the blanks here:

- How do customers find you?

- How do customers buy goods or services from you?

- How do customers pay you?

- How do you deliver goods or services to your customers?

- Are there any other ways you'll be interacting with your customers?

2. For each of the items you listed above, brainstorm the equipment, support, technology, supplies, time, and/or staff you'll need:

- How customers find you:

Equipment: _____

Supplies: _____

Technology: _____

Time: _____

Staff: _____

Other Needs: _____

- How customers buy goods or services from you:

Equipment: _____

Supplies: _____

Technology: _____

Time: _____

Staff: _____

Other Needs: _____

- How customers pay you:

Equipment: _____

Supplies: _____

Technology: _____

Time: _____

Staff: _____

Other Needs: _____

- How you deliver goods or services to your customers:

Equipment: _____

Supplies: _____

Technology: _____

Time: _____

Staff: _____

Other Needs: _____

- Other ways you'll be interacting with your customers:

Equipment: _____

Supplies: _____

Technology: _____

Time: _____

Staff: _____

Other Needs: _____

3. Go through the lists you brainstormed above and figure out how much money, if any, these different aspects of running your business might cost. Then fill in the chart below:

Item	Cost per product or unit of service	Estimated cost over the course of a year
