Creating Ministry Systems_____

Beginning of Design Stage

1 Identify system to design

2 Review *The Coaching System* materials

3 Identify purpose of system

4 Is there an existing process?

No

Follow this process for the development of a new system

Yes

5 Write down steps of existing process

6 Flow chart existing process

7 Evaluate current process and analyze against desired results

8 Evaluate ideas and analyze against resources

9 Select steps for inclusion in new system

10 Determine results to be tracked

11 Determine how results will be tracked

End of Design Stage

Design Stage Template_____

1. System To Be Designed
Identify the system to be created or improved.

2. Program Materials To Be Reviewed
Discuss appropriate program materials with Ministry Advantage Coach

Coaching System Module	Section	Tasks

3. Purpose Of System
Identify the purpose of the system—its reason for existence and its ultimate objective.

4. Identify Existing Process

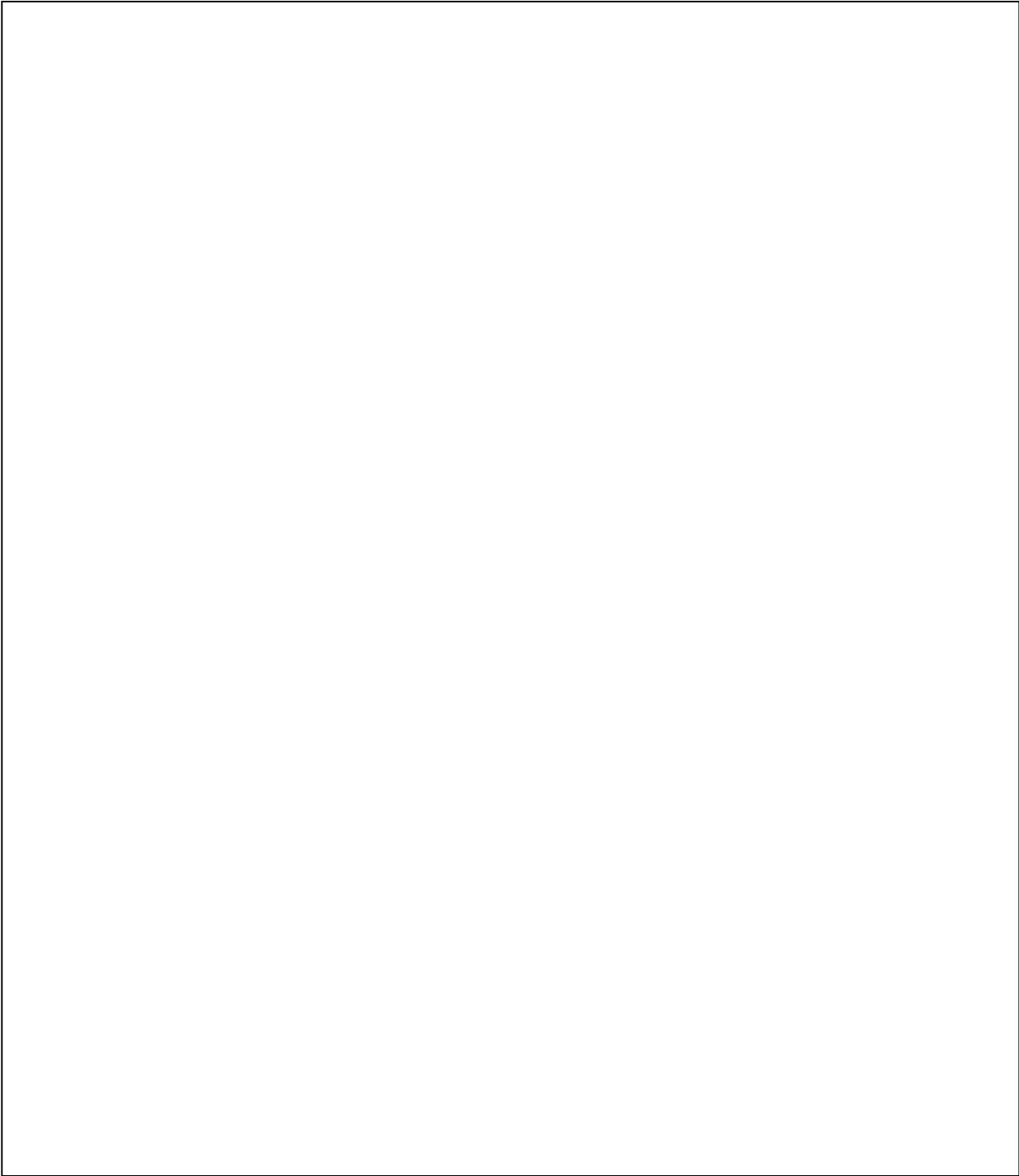| Is there an existing process in place for handling this function?	_ Yes	_ No

5. Steps To Existing Process
Identify each step of the current process (if any)

Steps to Existing Process	Flow Chart Symbol/Action	Necessary?	
		_ Yes	_ No
		_ Yes	_ No
		_ Yes	_ No
		_ Yes	_ No
		_ Yes	_ No
		_ Yes	_ No
Do results match the purpose of the system?		_ Yes	_ No

Design Stage Template_____

6. Flow Chart Existing Process

Diagram the steps currently followed, not what steps *should* be followed. Before beginning, determine who has the most knowledge about the existing process and ask for their input.

Design Stage Template_____

7. Evaluate Current Process

Evaluate the existing process (if any) against the purpose of the system. Does the existing process meet the objective? If not, where does it fall short?

What is in the existing system that doesn't need to be there? Evaluate each step and ask yourself why it's included.	
What is not in the existing system that needs to be there to achieve the purpose identified? Why does it need to be there?	

8. Evaluate And Analyze Ideas

Evaluate ideas and analyze them against the resources (people, time, money) needed to implement each one. If resources are inadequate, can idea be modified to work within the resources available?

Ideas for Improvement	Resources Required

9. Select Steps For New System

Select the steps for inclusion in the new system that will achieve its purpose.

Description of Step	Flow Chart Symbol/Action

Design Stage Template_____

10. Determine Results To Be Tracked

Determine what results will be tracked to measure the success of the new system and the targeted result. Be as specific as possible.

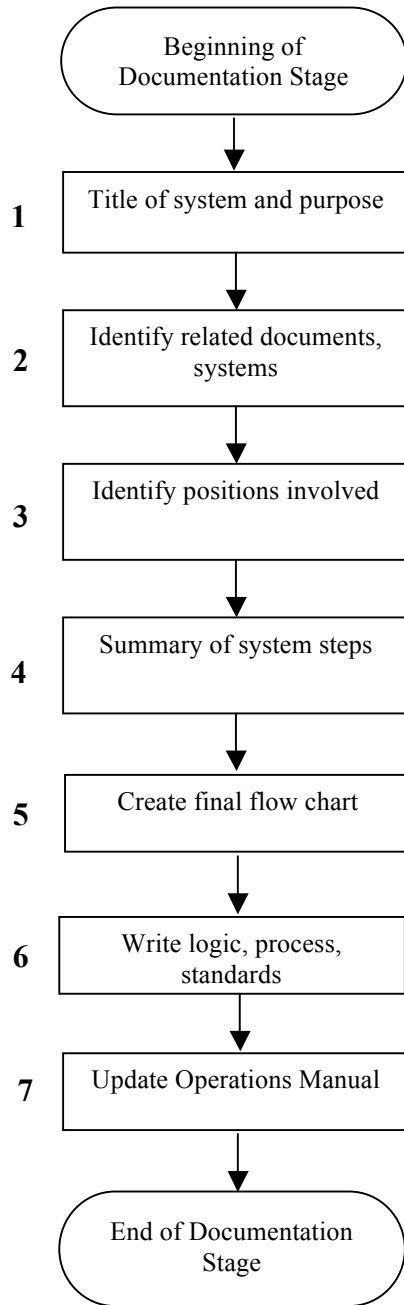| Result	Result to Track	Targeted Result
1		
2		
3		
4		
5		

11. Determine How Results Will Be Tracked

Determine how each result will be tracked and what position will be responsible for tracking it. Tracking of results will be included in the steps of the final system.

Result	Tracking Method	Person Responsible
1		
2		
3		
4		
5		

Creating Ministry Systems_____

```
        ╭─────────────────────────╮
        │     Beginning of        │
        │   Documentation Stage   │
        ╰─────────────────────────╯
                    │
                    ▼
     ┌─────────────────────────────┐
   1 │  Title of system and purpose│
     └─────────────────────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
   2 │  Identify related documents,│
     │           systems           │
     └─────────────────────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
   3 │  Identify positions involved│
     └─────────────────────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
   4 │   Summary of system steps   │
     └─────────────────────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
   5 │   Create final flow chart   │
     └─────────────────────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
   6 │   Write logic, process,     │
     │        standards            │
     └─────────────────────────────┘
                    │
                    ▼
     ┌─────────────────────────────┐
   7 │  Update Operations Manual   │
     └─────────────────────────────┘
                    │
                    ▼
        ╭─────────────────────────╮
        │   End of Documentation  │
        │          Stage          │
        ╰─────────────────────────╯
```

Documentation Stage Template_____

1. Title of System

Purpose of System

2. Related Documents/Systems Required

3. Ministries/Positions Involved In System

4. Summary of Steps

Step Number	Description of Step	Position Responsible
Step 1		
Step 2		
Step 3		
Step 4		
Step 5		
Step 6		
Step 7		
Step 8		

Summary of Steps

Step Number	Description of Step	Position Responsible
Step 1		
Step 2		
Step 3		
Step 4		
Step 5		
Step 6		
Step 7		
Step 8		
Step 9		
Step 10		
Step11		
Step 12		
Step 13		
Step 14		
Step 15		
Step 16		
Step 17		

5. Final Flow Chart
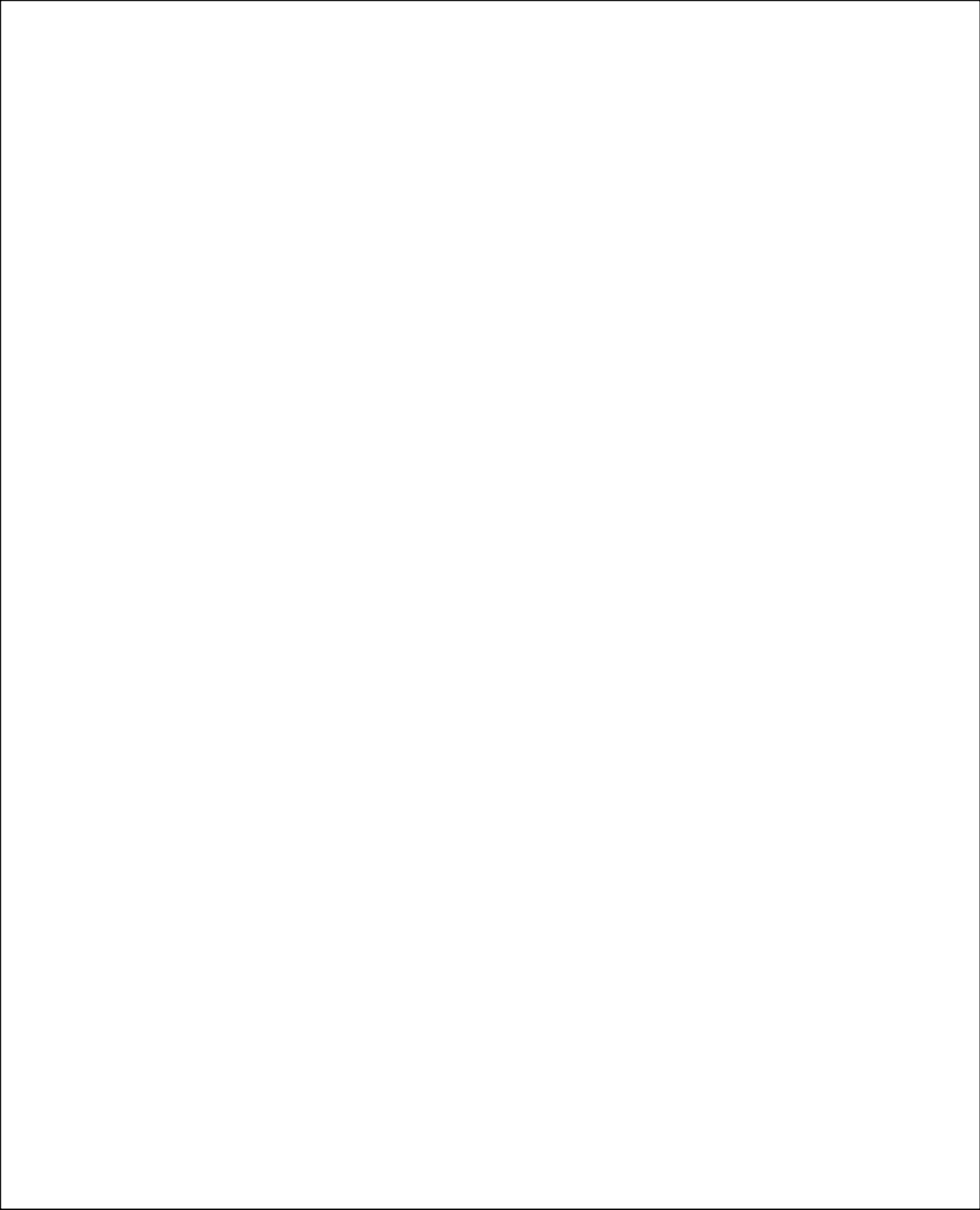
Documentation Stage Template _____

6. Logic, Process and Standards

Example:
Step: Guest Card information processed.

Logic:
Guest information and requests are processed to insure a quick response to needs for information, counseling,_____
prayer, etc._____

Process:
Guest Information Cards are processed quickly by the Director of Guest Services (DGS). The first response is to
enter name(s), address, phone, and other information into the church's database. The next response is to distribute
any specific requests to the appropriate ministry area leader. General church information will be mailed to the guest
by the DGS. The DGS will follow up with ministry leaders to insure contact has been made._____

Standards:
The Guest Information must be retyped for legibility and a Guest Follow-Up Form completed within 48 hours.

Step:

Logic:
_____
_____

Process:
_____
_____
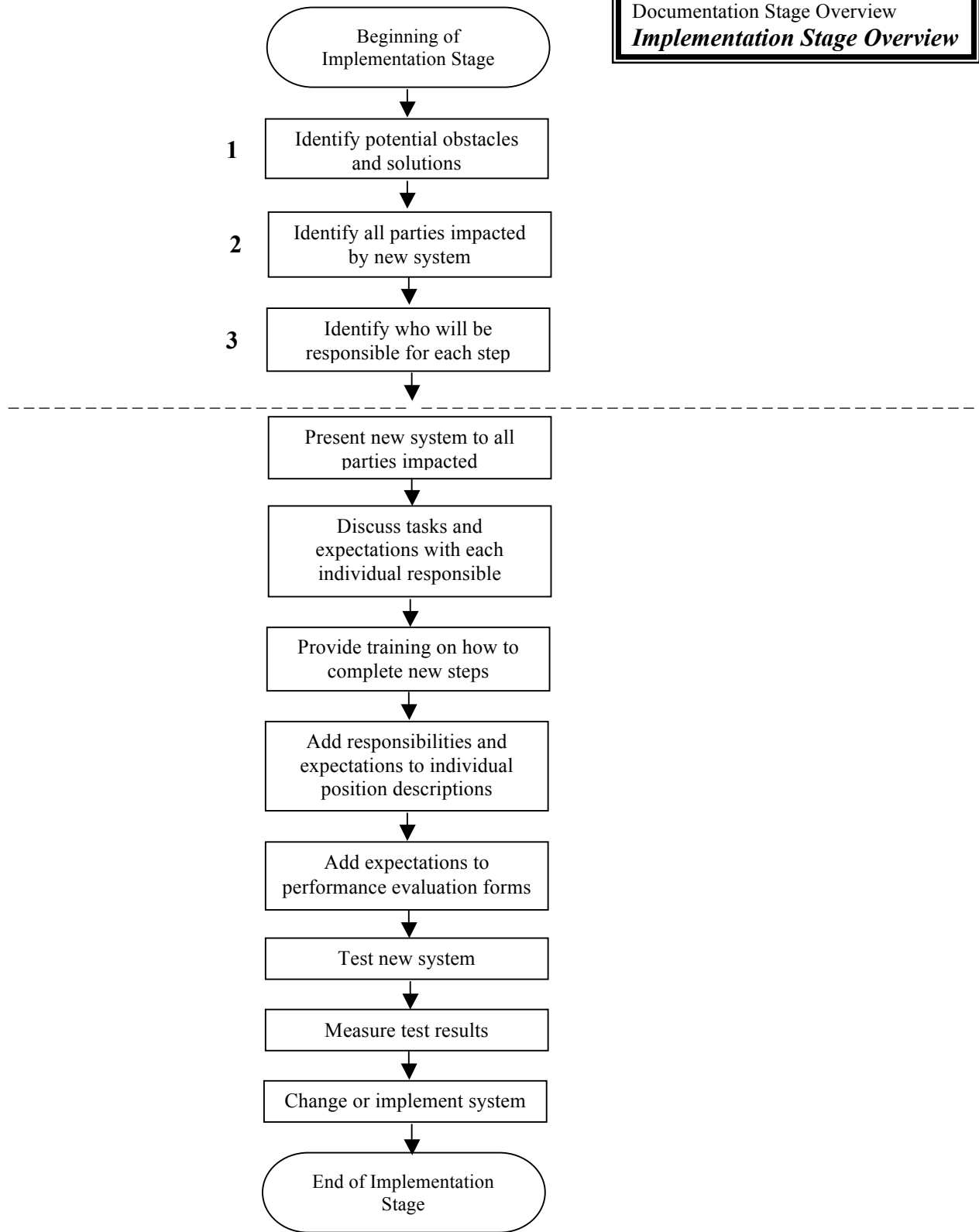_____
_____
_____
_____

Standards:

Logic, Process and Standards

Step:

Logic:

_____
_____

Process:

_____
_____
_____
_____
_____
_____

Standards:

Step:

Logic:

_____
_____

Process:

_____
_____
_____
_____
_____
_____

Standards:

System Implementation Stage_____

```
        ⟨ Beginning of
          Implementation Stage ⟩
                 │
                 ▼
    1   ┌─────────────────────┐
        │ Identify potential obstacles │
        │ and solutions       │
        └─────────────────────┘
                 │
                 ▼
    2   ┌─────────────────────┐
        │ Identify all parties impacted │
        │ by new system       │
        └─────────────────────┘
                 │
                 ▼
    3   ┌─────────────────────┐
        │ Identify who will be │
        │ responsible for each step │
        └─────────────────────┘
                 │
                 ▼
- - - - - - - - - - - - - - - - - - - - - - - - - -
        ┌─────────────────────┐
        │ Present new system to all │
        │ parties impacted    │
        └─────────────────────┘
                 │
                 ▼
        ┌─────────────────────┐
        │ Discuss tasks and   │
        │ expectations with each │
        │ individual responsible │
        └─────────────────────┘
                 │
                 ▼
        ┌─────────────────────┐
        │ Provide training on how to │
        │ complete new steps  │
        └─────────────────────┘
                 │
                 ▼
        ┌─────────────────────┐
        │ Add responsibilities and │
        │ expectations to individual │
        │ position descriptions │
        └─────────────────────┘
                 │
                 ▼
        ┌─────────────────────┐
        │ Add expectations to │
        │ performance evaluation forms │
        └─────────────────────┘
                 │
                 ▼
        ┌─────────────────────┐
        │ Test new system     │
        └─────────────────────┘
                 │
                 ▼
        ┌─────────────────────┐
        │ Measure test results │
        └─────────────────────┘
                 │
                 ▼
        ┌─────────────────────┐
        │ Change or implement system │
        └─────────────────────┘
                 │
                 ▼
        ⟨ End of Implementation
          Stage ⟩
```

Implementation Stage Template_____

1. Identify Potential Obstacles

Identify potential obstacles to implementation and solutions to overcome those obstacles.

Potential Obstacles	Potential Solutions

2. Identify Parties Impacted

Identify all parties impacted by the new system and in what way they will be impacted.

Parties Impacted by System	Type of Impact

3. Identify People Responsible

Identify specific people who will be responsible for each step of the new system.

New System	Responsible Person(s)