



BUSINESS OPERATIONS REVIEW

A practical first step for owner-led businesses that want less operational chaos and better execution.

NorthStar Fractional Management Group

WHAT IT IS

The Business Operations Review is a focused assessment of how your company actually operates today: people, processes, systems, workflows, reporting, technology, accountability, and owner dependency.

BEST FIT -

Owner-Led Businesses

Companies with fewer than 100 employees where the owner is still central to too many decisions.

Growth With Friction

Teams are busy, but workflows, reporting, accountability, or systems are limiting performance.

Need for Practical Action

The business needs clear priorities, implementation support, and better operating structure.

WHAT WE REVIEW -

- Management structure and decision flow
- Roles, accountability, and follow-through
- Core workflows, handoffs, and bottlenecks
- Reporting, KPIs, and management visibility
- Software, spreadsheets, portals, and data flow
- AI, automation, and workflow improvement opportunities
- Owner dependency and operational risk
- Implementation priorities and next steps

WHAT YOU RECEIVE -

Findings

A clear view of the main issues limiting performance.

Priorities

Recommended areas to address first, based on operational impact.

Blueprint

A practical operating-improvement direction, not generic advice.

Next Steps

Implementation options and the level of support that makes sense.

HOW THE PROCESS WORKS -

1	2	3	4
INTRO CALL	REVIEW	BLUEPRINT	IMPLEMENT
Confirm fit and understand the owner's situation.	Assess operating issues across the business.	Identify priorities and improvement direction.	Coordinate the people, tools, and work required.

NEXT STEP: SCHEDULE AN INTRODUCTORY CALL

We start with a conversation to determine whether NorthStar is the right fit and whether a Business Operations Review would be useful.

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