MULTI-SITE OPERATIONS SELF-CHECK · MMM TRAINING

Three Sites, Three Companies

90 SECONDS

For owners running more than one location. Tick what is genuinely consistent.

You didn't open a second location to run two different businesses.

TICK ONLY WHAT IS TRUE TODAY — NOT WHAT YOU INTEND TO FIX

- ☐ **Every location onboards new staff the same documented way.**
  If not: you have as many versions of your company as you have managers.
- ☐ **A customer gets the same experience at any of my locations.**
  If not: your brand means something different depending on which door they walked through.
- ☐ **I can compare labor cost across sites on the same basis.**
  If not: you can't tell whether a site is underperforming or just measured differently.
- ☐ **Managers escalate the same issues to the same threshold.**
  If not: one site is solving problems you never hear about and another escalates everything.
- ☐ **Process changes reach every location, not just the nearest one.**
  If not: your closest site is current and the others are running last year's method.
- ☐ **A manager could move sites and run it the same way on day one.**
  If not: each location depends on a person, not a system — that's the ceiling on opening a third.

Now count the boxes you left empty.

Multi-site businesses don't scale on effort. They scale on whether the method is written down and portable.

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0–1 blank
Well documented
You've done the work most owners keep postponing.

2–3 blanks
Ordinary exposure
Nothing alarming. But each blank is a question you can't answer quickly under pressure.

4–6 blanks
Concentrated risk
Too much depends on memory and goodwill. Both are fine until the day they aren't.

WHAT THIS USUALLY COSTS

Every site running its own way caps growth.

You can supervise two locations by presence. You cannot supervise five. The SOP Buildout makes the method portable so opening the next one is repetition, not reinvention.

SOP + Training Buildout
From $2,500
Book at mmmtraining.org

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