

1. Workshop Introduction and Participant Demographics Rahul Jain begins by welcoming attendees to a **four-day workshop designed to "completely change the way you look at business, the way you do business"**. The participants are diverse, hailing from numerous cities across India including Surat, Mumbai, Kolkata, Chennai, Chandigarh, Ludhiana, Jaipur, Indore, Aurangabad, Jamshedpur, Nagpur, Bengaluru, Pune, Kanpur, Kathmandu, Assam, Rajasthan, Gorakhpur, Ranchi, Nasik, Visakhapatnam, and Guwahati. Their professions are equally varied, encompassing real estate, manufacturing, construction, service sectors (such as chartered accountancy, law, dentistry, coaching), trading, retail (jewelry, sarees, e-commerce, garments, furniture), exports, logistics, hospitality, and software. A significant **majority, between 58% and 59%, are first-time attendees**.

2. Workshop Expectations and Goal Setting Participants are asked to **list their expectations from the workshop**, which commonly include staff management, implementing SOPs, business skills, automation, growth, efficiency, and increasing HR effectiveness. Rahul Jain instructs everyone to **take a pen and paper and write down "20 things you want from this workshop,"** covering all business-related challenges they face. He emphasises writing "everything" desired, with no recordings provided. Examples of desired outcomes include doubling profits, achieving business independence, managing cash flow, and streamlining operations.

3. Essential Workshop Rules for Maximising Benefit To ensure participants gain the most from the workshop, Rahul Jain outlines four crucial rules:

- **Phone Diverted or Silent:** The most vital rule is to **keep your phone diverted or on silent and store it in a bag or drawer**, as "if the phone is on, mind is off". Regular phone breaks will be provided.

- **Camera On:** **Only those with their cameras on will get results.** He asserts that in 21 years of conducting workshops, he has never seen individuals with cameras off achieve results, regardless of personal circumstances.

- **Headphones:** Using **over-the-ear headphones is recommended for optimal sound clarity.**

- **No Office Attendance:** **Attending from the office is deemed a "sin"** due to constant distractions. Participants should attend from home or a coffee shop.

- **Note-Taking:** **Take notes continuously using paper and pen.** Even if notes are rarely reviewed later, the act of writing helps to internalise the information. Highlighters are also recommended to mark action points.

4. Challenging the Notion of Market Slowdown Rahul Jain addresses the common perception of a slow market, high competition, and problems with discounts or credit. He guides participants through a calculation of their market share, revealing that **most businesses have a market share of approximately 0.01%**. This means **"99.99% of the market is buying from somewhere else"**. Despite participants confirming their products/services are of "good," "best," or "top" quality, they are capturing a minimal share. He argues that this indicates **"rockets" in the market, not a slowdown**. He dismisses claims of low demand or lack of leads as "foolish talk" often perpetuated by salespeople to mask their own inefficiencies. He demonstrates that even if only 1 in 10 potential customers bought from them, their market share would be 10%. A 100x growth from 0.01% would still only bring them to 1% market share, illustrating the immense untapped potential. He concludes that the **problem is not external market conditions but internal operational issues**.

5. The True Problem: Owner's Involvement in Operations Rahul Jain identifies the core problem for business owners: they are **"dying in operations," constantly "firefighting" and dealing with emergencies**. This leaves them no time to meet new customers or focus on growth. He states that **"your biggest competition is your operations"**. The fundamental truth is: **"Until a business owner steps out of operations, they can never grow."** Conversely, **"the day they step out of operations, no one can stop them."**

6. Business Owner's Number One Job: Monthly Growth in Profits The primary job of a business owner is defined as **"monthly growth in profits," not annual growth**. He insists that **focusing on revenue or turnover is the "biggest, stupidest myth"** and the primary reason why profits do not grow. He provides examples where turnover increased but profits decreased, and vice versa (same revenue, double profits due to reduced costs or improved margins). The owner's focus must shift squarely to profit growth.

7. Business Stagnation and Management Bandwidth (Aukat) Rahul Jain observes that all businesses eventually stagnate, typically at 20-30% growth or even 0%. This happens because the business reaches the owner's **"management bandwidth," or "business karne ki aukat" (capability to do business)**. Owners get stuck at a certain size (e.g., 5 crore, 50 crore, 500 crore) because they cannot manage beyond that point, even by hiring more staff. He humorously uses the direct term "aukat" to emphasise this limitation.

8. Rahul Jain's Promises and the Importance of Trust Rahul Jain promises to teach participants how to **"run your business operations working one day a week"** and **"double your profits"**. He asks for their **"trust,"** explaining that his methods are **"tried and tested" on "thousands of business owners"**. He presents numerous testimonials from various industries on his YouTube channel as evidence. He advises attendees not to immediately question **"why it cannot happen"** but instead to ask themselves, **"What are the three things that I can do to make this work?"**

9. Universality of Business Problems He strongly asserts that **"all businesses are the same,"** despite common beliefs that one's own business is "different". All businesses share core functions: sales, operations, delivery, clients, finance, and HR. Therefore, the underlying "sciences" or solutions for these functions are also universal.

10. Five Levels of Entrepreneurship Rahul Jain outlines a progression through five levels of entrepreneurship:

1.

Self-Employed: The individual starts and does all the work themselves.

2.

Manager: Most business owners are here. They hire people but are constantly "chasing the team to get the work done," acting as a "glorified manager".

3.

Business Owner: Systems are set up, and the team performs all the work, allowing money to flow in regardless of the owner's direct involvement.

4.

Investor: The owner steps out of the business and invests capital in properties, stocks, or new ventures.

5.

Entrepreneur: At the highest level, the entrepreneur uses **"other people's money, other people's ideas, and other people's talent and time"** to build large companies, while they (the owner) reap the financial rewards. He contrasts this with the "wrong model" where owners invest their own money, ideas, and time, which he calls **"setting fire to your own money"**.

11. BCI's Problem-Solving Journey and Priority Rahul Jain shares BCI's evolution in identifying the root causes of business problems:

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Initially, owners sought help with **"sales and marketing,"** but implementation failed due to constant "drama" in operations.

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They then focused on **"operations,"** but still, execution did not improve.

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Finally, they discovered the core issue was the owner's **"personal productivity" and "implementation" capabilities.**

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The correct sequence for intervention is: **first, personal productivity; second, operations (including finance, HR, inventory, quality); and third, sales, marketing, and growth (2x profits).** This workshop follows this exact methodology.

12. Five Building Blocks of Personal Productivity To improve personal productivity, Rahul Jain presents five foundational blocks:

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8:00 AM to 6:00 PM Workday: Owners must **arrive at the office by 8:00 AM** and **leave by 6:00 PM.** This allows them to finish the bulk of their work by midday, contrasting with typical Indian work habits that lead to late nights. Retailers can adjust by arriving one hour before opening.

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"Parchi" (Slip) System: From 8:00 AM to 9:00 AM, the owner prepares **handwritten task slips ("parchis") for each staff member.** Upon staff arrival, tasks are delegated one-to-one. The next morning, the owner reviews completed tasks. If tasks are unfinished, the owner **must not ask "why" but simply smile and ask, "When will it be done?"**. This fosters accountability without conflict.

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"Monday File" System: All paperwork requiring the owner's attention (documents, checks, reports, compliance) is **collected throughout the week into a "Monday File" and addressed strictly on Monday.** This centralises administrative tasks and prevents constant interruptions.

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Weekly Scheduling: **The entire week should be scheduled in advance**(8:00 AM to 6:00 PM), with an emphasis on batching as many operational tasks as possible into Monday.

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Out of Office (Coffee Shop): Designate **one day a week** (e.g., 8:00 AM to 4:00 PM) to **work from a coffee shop**, as this environment aids focus compared to the office or home. Rahul Jain himself has worked from a cafe for 12 years. The fifth block, **Executive Meeting (EM)**, is mentioned but deferred for later discussion.

13. The Role of the Executive Assistant (EA) Rahul Jain identifies the owner as the business's biggest bottleneck, with **80% of their job consisting of Follow-up, Coordination, and Documentation (FCD).** The solution is to hire an **Executive Assistant (EA).**

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EA's Responsibilities: The EA's role is to manage all FCD tasks, acting as a central point for task delegation, follow-up, and ensuring completion.

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Ideal Profile: The EA should ideally be a **married woman, not "good-looking," and living close to the office**, with **"gajab ka" (amazing) follow-up skills** being the sole crucial criterion. Their salary can range from **₹15,000 to ₹40,000-₹50,000.**

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"S30" (Seat for 30): For the first 30 days, the owner must **sit with the EA for 30 minutes daily**, showing their to-do list and **teaching two new tasks each day**. This gradually transfers the owner's FCD workload to the EA.

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Empowerment: EAs should be provided with a company phone and, once comfortable, a credit card to manage expenses, freeing the owner from all related tasks. Rahul Jain stresses that EAs are "made," not found.

14. The RA Magic (Result-Action Magic) Rahul Jain introduces **RA Magic (Result Action Magic)** as the "most powerful rule" for creation.

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Core Principle: Instead of starting with action, **"start at the end."** Always **"first write the result before starting the action"**. This is likened to magic due to its effectiveness.

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Application: Before any meeting or task, write down the single desired outcome. This principle should be applied daily, weekly, monthly, quarterly, and annually: **"Write the result of the day before starting the day,"** and similarly for the week, month, quarter, and year. Writing is crucial; thinking about it is insufficient.

15. The 80-20 Rule (Pareto's Law) The **80-20 Rule (Pareto's Law)** is a fundamental principle. It states that **20% of efforts yield 80% of results**.

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Application: Rahul Jain advises identifying the 20% of tasks that will deliver 80% of desired results and **prioritising them first**. The remaining 80% of tasks, yielding only 20% of results, should be either delegated or eliminated.

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Impact: Applying this rule to the Five Building Blocks suggests that merely implementing the **8:00 AM start time can yield 80% of productivity results**, as it naturally influences other blocks like scheduling and EA effectiveness.

16. The Most Powerful Science of Implementation (SSG & KTJ) The biggest hurdle to implementation is **lack of clarity**, leading to uncertainty, confusion, and overthinking, which becomes "the biggest stop". The "disease" of **perfectionism** also prevents starting. The solution is **SSG (Start Simple Ghatiya)**:

1.

Start: Just begin the task.

2.

Simple: Make the task simple, focusing on the simplest use case rather than complex scenarios.

3.

Ghatiya (Crappy/Bad): **Deliberately aim to do a "ghatiya" (crappy or bad) job the first time**. He argues that perfectionism leads to never starting or to a poor result anyway, so "Version one is better than version none". He introduces **"DMAL" (Dimag Mat Lagao – Don't Use Your Brain)**, meaning **"first do it, then think"**. Overthinking without action is unproductive. A related principle is **KTJ (Karo Toh Jano – Do to Know)**: You can only learn by doing. The worst outcome is failure, but current situations are often worse.

17. Managing Staff Interruptions: The Help Slip Staff constantly interrupting the owner is a major time drain. Rahul Jain explains staff approach owners primarily for **"face time"** (to show they're working) or **"verification"** (seeking owner's verbal approval to shift responsibility), with only 3-5% having genuine questions. The solution is the **"Help Slip"**. When a staff member asks a question, they must **write it down**. Often, in the process of writing, they figure out the answer themselves. If not, they must write the question along with their proposed "best solution" or "second best solution". These slips are given to the **EA, who**

then presents them to the owner twice a day in batches. The owner can quickly review and approve or provide a brief answer, saving significant time compared to verbal interactions. For "Sharma Ji" (resistant staff), the owner uses a **"verbal help slip"**: when asked for a solution, the owner asks, **"What do YOU think should be done?"** This shifts the burden of thought and responsibility back to the staff, eventually reducing interruptions.

18. Business Management System (BAMS) Overview The overarching framework for managing the entire business is the **Business Management System (BAMS)**. It consists of five building blocks: **Productivity**(addressed by the Five Building Blocks), **Organizational Structure**, **Financial Control**, **Systems Creation**, and **a Monitoring Structure**.

19. Organizational Structure and Strategic Hiring Rahul Jain instructs participants to map out their current **organizational structure**.

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Observation: Most discover they are at the top of every department, doing all the work, and experiencing understaffing.

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Solution: The first step is to be prepared to **hire "low-cost manpower" (around ₹15,000 salary), not managers**, to fill the observed gaps and enable delegation.

20. Partner Work Distribution and Management For businesses with partners (family or friends), a common issue is unclear work division, leading to inefficiencies and conflicts.

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Solution:

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Divide Departments and Responsibilities: Partners must **clearly divide departments and work responsibilities**, as well as employee reporting lines.

2.

No Interference: Crucially, **partners must not interfere in each other's departments**.

3.

Monthly Board Meetings: Conduct **monthly board meetings** where each partner reports on their achievements from the past month and plans for the next. The other partners must listen without interruption, even if targets were missed.

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Involving Spouse: He highly recommends **adding one's wife to the business**, as **"ladies are usually better at running the business than men"** due to their aptitude for systems, guidance, staff control, and dedication.

21. Real-World Implementations and Testimonials The session features several success stories from past attendees.

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Vartika Gupta (Luxury Home Decor & Furniture): Transformed from firefighting daily and balancing three children to having her **dependency on people "really, really gone down."** She learned to delegate, is in control, travels freely, and follows a fixed schedule. Her **stores grew from one to three in 1.5 years, profits increased by 2.5x**, and she focuses purely on strategy, with her Delhi store opening entirely on auto-pilot.

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Ritesh and Neha Kamani (Bridal Wear Designers): Faced challenges with unorganised artisans and high owner dependency. After the workshop, they expanded from **one store to 45+ multi-designer stores globally**. Their **operations are "absolutely in place,"** requiring only one day or half a day a week. Their **profits grew 5x in 3.5 years** (post-COVID), and Ritesh's **phone has been on silent since 2019**, with the team managing client trust. They now have separate departments and individual EAs, allowing Neha to pursue a passion project.

They credit this to religiously following the "Dimag Mat Lagao" (Don't Use Your Brain) principle.

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Sunil Trihan (Manufacturing): Grew his factory staff from 20-25 to 150 (plus 50-70 job workers). Six to seven women earning ₹15,000-₹20,000 manage the entire factory through systems, allowing him to work only one day a week.

22. Why Systems Fail: The CARMA Process Rahul Jain explains that systems often fail because owners don't know how to implement them, or they collapse quickly. The biggest reason for failure is **relying on "verbal" communication for assigning and receiving work**, whether face-to-face, via phone, or WhatsApp. He states **"verbal will never work"**. He introduces the **CARMA process** as the correct five-step method for successful system implementation:

- 1.

Create: Formally document the system.

- 2.

Align: Instead of just "telling," **"align" people** by helping them understand the system's benefits for them.

- 3.

Roll Out: Implement the system.

- 4.

Monitor: **"Measure" progress through "numbers" (data)**, as "numbers are the only truth".

- 5.

Accountable: Hold people **"accountable" (jawaabdari)** through Executive Meetings (EM). If any step in CARMA is missing, the system will not work.

23. Process Documentation (What, Who, How, When) To create systems, Rahul Jain instructs mapping out all departments and processes. For each step of a process, four elements must be defined:

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What has to be done? (The task itself, e.g., "Receive Indent").

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Who will do it? (The responsible person, e.g., "Purchase Manager").

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How will it be done? (The method, e.g., "by Email"). (This can be left blank initially and refined with SSG.)

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When will it be done? This is defined by the **TAT (Turnaround Time)**, the time required to complete the step and move to the next. The goal is to **"learn to make the process create"** by making even a "ghatiya" (crappy) first draft and iterating. The motto is: **"Start where you are, use what you have, do what you can."** The aim is to **"spread systems, not chaos"**.

24. Flow Charts for Process Visualisation The structured process (What, Who, How, When) should be converted into a **Flow Chart** for better visualisation and understanding.

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Components: Flow charts use standard symbols for **Start/Finish (oval)**, **Action (rectangle)**, and **Decision Boxes (diamond)**. Decision boxes lead to "Yes" or "No" paths. He demonstrates how to transform the "What, Who, How, When" table into a visual flow chart, with each step represented by a box containing these four elements.

25. Flow Chart Monitoring System (FMS) for Implementation A Flow Chart is not directly implementable; it must be converted into a **Flow Chart Monitoring System (FMS)** for roll-out.

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Structure: For each step in the flow chart, **"Planned" and "Actual" dates** are added.

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Functionality: Based on the TAT, planned dates for subsequent steps are automatically calculated. As tasks are completed, the "Actual" date is entered (often via an automated timestamp in a Google Sheet). This highlights delays (e.g., in red) and provides real-time progress tracking. The FMS provides a clear, measurable overview of all ongoing tasks and identifies bottlenecks.

26. The Manager's True Role vs. Process Coordinator (PC) Rahul Jain calls the traditional manager's role the "biggest mistake in corporate history".

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Problem with Managers: Managers are expected to **"follow up and get the work done"** from their team and solve their problems. However, it is **"impossible" for a manager to remember the status of hundreds of detailed steps** across multiple tasks in an FMS. They often respond with "I'll find out and tell you" when asked about progress. He metaphorically calls a manager a **"fish trying to fly"** – attempting a task (follow-up) that is against their nature. Senior, technical, intelligent, or highly-paid individuals are generally poor at follow-up. Their true strength lies in **"firefighting" and handling "emergencies"**; otherwise, they should be "off".

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Solution: Process Coordinator (PC): The correct solution is to **"hire a bird" – a Process Coordinator (PC)**. A PC, typically a lower-cost individual (around ₹15,000), sits at a computer, monitors the FMS, and actively follows up with team members to ensure tasks are completed.

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Manager's Actual Role: The manager's true role should be **"problem-solving and decision-making," not daily follow-up**. The overall company operations can be managed by a combination of an EA, a PC, a CRM person, and an MIS person.

27. Rich Thinking vs. Poor Thinking Rahul Jain highlights a crucial mindset shift:

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Poor Thinking: Exchanges time for money, meaning one does low-value tasks oneself to save money. This thinking is **cost-focused** and keeps one "poor".

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Rich Thinking: Spends money to earn time. By delegating low-value tasks (e.g., a ₹100 job), one gains time to focus on higher-value, growth-oriented work (e.g., a ₹10,000 job). This mindset is **growth-focused**. Many owners are stuck doing tasks below their potential due to "poor thinking".

28. Passive Income and Financial Planning for Security Rahul Jain delves into the purpose of business: earning money for a better lifestyle and wealth creation.

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Active Income Limitation: He argues that **active business income, however high, is difficult to spend freely** because it feels like "hard-earned money" constantly reinvested into the business.

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Passive Income's Power: In contrast, **passive income (e.g., rental income) provides "abundance," "luxury," and a "dream-type" experience**, allowing for free spending. He

asserts that **"your dream business is not your active income; your dream business is passive income."**

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Key Benefits of Passive Income: It provides **Security** (the deepest inner need), **Peace of Mind**, and the **Option to Retire Anytime**.

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Building Passive Income:

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Start Small: Begin by **auto-debiting even a small monthly amount (e.g., ₹100 or ₹1,000) into a dedicated "passive income account"**.

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Three Levels: Define **"Survival"** (minimum living costs, e.g., during COVID lockdown), **"Comfort"** (current lifestyle expenses), and **"Abundance"** (luxurious living) income goals. He suggests that achieving "Survival" often leads naturally to "Comfort" and "Abundance".

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Financial Planning: Engage a **financial advisor for two hours monthly** to plan for accumulating capital for passive income. He recommends estimating capital needed for desired monthly passive income (roughly 10% annual return).

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Set Dates: Assign an **SSG (Start Simple Ghatiya) date** for achieving each passive income target, acknowledging that **"there are no unrealistic goals; there are only unrealistic timelines"**.

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Recommended Books: He recommends *The Richest Man in Babylon*, *The Psychology of Money*, *The Intelligent Investor*, and *What Every Indian Should Know About Investing*.

Q: My business has multiple verticals across four industries. Should there be a common hierarchy, or will each vertical have its own hierarchy? A: You can **create the hierarchy based on verticals** or divide it within verticals if there are two partners. If other family members are not attending the workshop, **only focus on your own vertical** and business, as they won't understand your new approach.

Q: In the Flowchart Monitoring System (FMS) with planned and actual dates, if an actual date keeps coming for every step, does the planned date change, or does it stay what was planned initially? A: Initially, we follow a **"plan to actual"** approach, meaning the plan date will change based on the actual completion date of the previous step. Level two, which is "plan to plan" where dates don't change, is a later stage.

Q: Is the Process Coordinator (PC) only responsible for ensuring forms and charts are filled, or do they need to get involved if there's a delay? A: **No, the PC's primary responsibility is to actively follow up** and push to get the work done. They must ensure forms are filled and dates are updated. If there's a delay, they simply follow up and tell the person to complete the next step; **they don't need to get involved in the reasoning behind the delay.**

Q: Who makes the entries in the FMS? A: There are two options:

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The **doer can make the entry** themselves.

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You can have a **Data Entry Operator** who goes around collecting data and entering it. Once an entry is made (e.g., "Done" button pressed), the **time and date automatically stamp** it on the Google Sheet.

Q: How does the next person in the process get notified that their part has started? A: The next person will also have **access to the same Google Sheet**, allowing them to see when their step is due.

Q: In FMS for a business with a large number of products, will a separate sheet be created for every product due to different timelines? A: No, for now, **start with an average approach** and get it going.

Q: Will all staff use the Help Slip system, or will some, due to ego or privacy concerns, still want to interact directly with the owner? A: **Encourage all staff to use the Help Slip through the Executive Assistant (EA).** If a "Sharma Ji" (senior person with ego) insists on talking directly, you must use a **verbal Help Slip** where you ask *them* for the solution first. Most of the time, they already know the answer.

Q: My textile trading business operates from 11 AM to 9 PM, so how can I follow the 8 AM office arrival rule? A: Your staff can continue their 11 AM to 9 PM schedule. **You should arrive at 9 AM and leave by 6 PM.**

Q: What is FCD? A: FCD stands for **Follow-up, Coordination, and Documentation.**

Q: My business is in matrimonial services, where processes are very repetitive and long-term (e.g., sending matches, getting rejections, sending again). How do we manage this with flowcharts? A: **Create a flowchart with rounds**(e.g., First Round, Second Round, Third Round). If a match isn't made, it goes to the next round. Start simple, even if it's not perfect initially, and **make changes later** as you learn.

Q: My senior "Sharma Ji" refuses to do anything and even says no to tasks directly to my face. How do I handle this? A: This topic will be **covered later** in the workshop.

Q: I handle sales for my company and am not always physically present in the office, making it difficult to implement a purchase system via WhatsApp messages. A: You should **make phone calls or video calls** to your staff to manage tasks, not just send WhatsApp messages. You can tell someone to hold the camera during these calls.

Q: Staff retention is a problem, and they don't stay if systems or discipline are implemented. How do I manage this? A: This will be covered in the **HR section** of the workshop.

Q: My manager is highly paid, and it's difficult for them to get work done from their team. Should I replace them with a Process Coordinator (PC) or Supervisor to reduce the salary burden? A: **Do not remove any manager yet.** First, complete the workshop. A manager's role is **problem-solving and decision-making, especially during emergencies.** They cannot effectively do follow-up. You need to hire a PC (Process Coordinator) for follow-up, as **senior, technical, intelligent, or highly paid individuals cannot do follow-up effectively.**

Q: We are in the catering business, which is project-based, and our events often run late. How do we plan weekly schedules and the 8 AM morning routine? A: If events run late, **adjust your next day's start time accordingly.** For weekly schedules, focus on planning for the **current week only**, as 80% of your work is usually known in advance. **Don't focus on the 20% exceptions.**

Q: What is the full form of FMS? A: FMS stands for **Flowchart Monitoring System.**

Q: When the same person has two roles (e.g., sales and installation) and reports to different people for each, how should this be structured in the organizational chart? A: Give them a **primary accountability and a secondary accountability.** They should report primarily to the person responsible for their primary role. For example, if sales is primary, then sales must happen even if installation is delayed.

Q: I run a law firm where most of the work is done on a daily basis. How can we schedule on a weekly basis? A: While 80% of your work might be daily, **schedule the remaining 20%** of your company's tasks (meetings, document reviews, reports). Focus on scheduling what you can, and **keep your calendar free** for the dynamic 80% that comes in daily. For daily transactional work like property deals, create an **FMS for that process**, and the PC will follow up on those tasks, taking them off your plate.

Q: The suggested implementation (from *Parchi* system to flowcharts) seems overwhelming. How much time should be taken to ensure success? A: **I will provide a week-wise timeline plan** for implementation.

Q: How do we implement the Help Slip system with labourers, as they constantly ask questions? A: **Help Slips are not for labourers.** They are for normal staff. For labourers, you need a **supervisor** who can answer their questions directly.

Q: In creative services like graphic design, it's hard to put a time (When) on tasks in the flowchart because creative work doesn't have fixed timelines. What should we do? A: For now, **use a ballpark figure** or average time. These numbers can be adjusted later as you get more data and understanding.

Q: In the Kaizen philosophy, they ask "Why did the work not happen?" but you say not to ask "Why." This creates a conflict. A: The science of "Why" will be explained in the **accountability chapter**, which will be covered later in the workshop.

Q: Should I schedule only working hours or the entire day? A: First, **focus on scheduling your working hours.** Once that's managed, you can extend to the entire day if it suits your abilities.

Q: How do I implement the 8 AM rule and pre-scheduling in a retail business, considering the store opens at a specific time? A: For retail, **arrive one hour before the store opens.** Schedule tasks for the first few hours (until around 12:30 or 1 PM). After that, focus on customers. You'll need to use the **80-20 rule**: focus on what you can schedule, and be prepared to handle exceptions as they arise.

Q: We have two partners and a "Sharma Ji," and everyone is doing everything. How do we distribute work and departments? A: First, **create an organizational chart.** Do not stop anyone from doing sales if they are already doing it. For staff reporting, **divide primary and secondary responsibilities** in the organizational structure. The primary accountability goes to one person, and the secondary to another.

Q: When giving a *Parchi* (task slip) to supervisors, should I also mention tasks they are already doing smoothly? A: No, **only mention new tasks or those that need specific attention**. Keep the routine tasks separate.

Q: Can we start implementing the FMS system by hiring a Process Coordinator (PC) now? A: **No, not now**. First, complete the workshop. You will implement it after the workshop.

Q: Regarding the market share calculation, when we increased it by 10% (from 0.01% to 0.1%), was that the correct way to reflect growth? A: The point was that even if your market share grows significantly (e.g., from 0.01% to 1%), you are still only covering a tiny fraction of the total market, implying **huge potential for 100X growth** by capturing more of the existing demand.

Q: How do we manage cash flows in a Business-to-Government (B2G) business? A: **Cash flow management will be covered later** in the workshop.

Q: How do we decide the right manpower size and staffing in our business? A: This topic will be **covered later** in the workshop.

Q: When we have multiple projects running simultaneously, how can we manage their progress and delegation of tasks? A: For now, use the *Parchi* system. Project management and tracking will be **covered later** in the workshop.

Q: Is there any tool for making workflow diagrams? A: The best tool to start with is **paper and pencil**. Avoid complex digital tools initially as they can complicate the learning process.

Q: I implemented the *Parchi* system after your One-Day workshop, but I'm facing staff resistance, especially from key people. A: For senior staff who resist, use the **verbal Help Slip system**. They will come to you, you ask *them* for the solution, and they'll eventually realise they can do it themselves.

Q: I often have to visit sites for my sports infrastructure business, which operates pan-India, and my time is wasted on unnecessary meetings or labour issues, affecting sales. A: **Delegate meeting management to your EA**. They can efficiently manage appointments and reduce wasted time. If government officials or other external parties call you to a site, **delegate a senior, experienced person** (a "white-haired" individual) to handle such visits on your behalf.

Q: How do we manage site expenses, labour payments, and vendor payments timely, as these often cause accounting discrepancies? A: These payment management systems will be **covered later** in the workshop.

Q: How do we consider monthly growth in profits for a school, as enrolments are annual? A: In industries like schools, where revenue is tied to an annual cycle (like a 9-month course), **your growth will also be considered annually**, not monthly.

Q: Should we include director salaries or systematic withdrawal plans from FDs in our profit calculations? A: For organizations like schools (which are often not-for-profit), you should **consult your CA**. Generally, whatever money you extract should be considered part of your financial gain.

Q: Does the "Sorry Call" system apply to schools? A: No, it typically **does not apply to schools**.

Q: I run a wholesale trading firm. Should I calculate monthly gross profit, net profit, or withdrawal profit? A: You should calculate **all three**: Gross Profit, Net Profit, and **Withdrawable Profit (Free Cash Flow)**, and do this monthly.

Q: The Help Slip system does not apply to labourers. What about delivery boys or warehouse staff, especially if they are long-term employees? A: The Help Slip generally **does not apply to labourers**. For delivery boys or warehouse staff, if they are long-term and capable, you *could* apply it, but generally, the PC will manage these tasks.

Q: In a CA firm, how do we create an FMS for complex tasks like balance sheet preparation, tax returns, and MIS? A: For tasks with clear deadlines (like GST or TDS filings), create an FMS. The FMS should **map out step-by-step how the work progresses**, allowing you to track which client's work is at what stage. You already know the steps for these processes.

Q: Regarding passive income, should the capital amount be readily available, or do we need to invest to generate that income? A: You first need to **accumulate the capital**, and then that capital will be invested to generate the passive income. If you already have the capital, then you're in a great position.

Q: How can we gain market share? A: This will be covered in the **sales section** later.

Q: How can we improve our flowchart management system and make it better, especially beyond the initial few steps? A: To improve, once you roll out the system, **sit with your PC for 30 minutes every day for 30 days (S30)**. They will tell you what's working and what's not, allowing for continuous improvement.

Q: For on-time delivery in a kitchen equipment manufacturing and trading business, how can we quickly quote for tenders, and what's the process for dealing with vendors and clients who delay site readiness? A: * For quoting tenders, **create an FMS for the tender process** itself.

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For vendor delays, **you can enforce timely delivery** through your systems.

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For client delays (e.g., site not ready), **do not start work or procure materials until their site is ready**. Create a **checklist** for site readiness, and only proceed once all conditions are met. This will prevent your money from being held up.

Q: In project-based businesses like mine, which are spread across India, expenses vary greatly (e.g., due to injury, machine breakdown). How can I manage and track profits effectively when numbers are unclear? A: These **expense tracking and profit calculation issues will be covered later** in the workshop. The core principle for similar businesses in construction is that while some variation exists, it's manageable.

Q: How do we implement systems in a Business-to-Government (B2G) business like defence and aerospace, especially since we don't have much purchase or procurement? A: **The systems apply universally** regardless of B2G, B2C, B2B, or B2D. If a department like purchase isn't relevant, then **focus on creating flowcharts for other processes** within your business.

Q: I partially operate from Europe; how do I navigate managing an Executive Assistant (EA) and other systems in India? A: If your business is in India and you have an office there, you can **hire an EA to work from that office**.

Q: I am a jeweller. If I hire an EA, how can I prevent them from knowing about certain sensitive vendor relationships or "white and black" profit figures? A: **Do not share sensitive vendor information or undisclosed profit figures with the EA**. Continue managing those yourself. Only share what you are comfortable with.

Q: An EA should be near the office or home? A: The EA should be **near the office** you frequent, as you go to the office daily.

Q: If there's an efficient person already in my office, can I hire them as an EA, or should I hire someone new? A: You should **hire someone new**.

Q: If partners are sitting together, should they be in separate cabins or one? Does it affect productivity? A: Ideally, you should **sit alone and not even be in the office** (referencing the "Out of Office" rule).

Q: If I visit two or three factories, should my EA accompany me to all of them? A: **No, the EA should stay at the office**.

Q: For a staff of 15-17 people and a turnover of 10 crores, is it necessary to have an EA, PC, CRM, and MIS? A: **Yes, it is required** to effectively manage a business of that size and scale.

Q: My business has an Operations Manager and a Sales Manager. Should the *Parchi* system be implemented with both of them or with the sales executives and other junior staff? A: For now, **focus on implementing the *Parchi* system with the Operations Manager**. Sales will be handled separately later.

Q: I am a hair transplant surgeon, and patients always want to see me, despite having a capable team. How do I shift focus to growth and progress when I'm constantly involved? A: Many service professionals (doctors, architects, lawyers, CAs) face this. **This problem will be addressed in detail** in the coming days of the workshop. The goal is to free you from being the sole point of contact.

Q: My business sees 10-15% year-on-year sales growth, but profits never increase, and we are always stuck with stock. How can I achieve proper cash withdrawal? A: Continue what you're doing, but **your situation will improve** now that you're in the program. This will be covered later in the finance section.

Q: I am looking for an EA. The salaries mentioned seem low for the qualifications. How long will it take to find such a person? A: The profile described is **ideal**; you might find someone slightly below that. Prioritise a **good follow-up skill** and **good communication skills** (e.g., fluent English). You can even hire a fresh graduate who shows promise.

Q: How can we avoid situations where managers (e.g., Production Manager) leave abruptly after a class or a challenge? A: This will be addressed in the **HR section**.

Q: How can we change our own attitudes and overcome our weaknesses with these classes? A: This is a gradual process. The workshop aims to help you **transform your mindset** by implementing the systems and understanding the science behind them.

Q: My office opens around 11 AM, and I usually leave by 12:30 AM due to most work happening in the latter half of the day. How can I manage the 8 AM rule? A: **Don't target 8 AM if it's not feasible**. Instead, aim to **arrive one hour before your office opens**. For the evening, try to leave earlier if possible, but if 80% of your work demands late hours, then you might need to adjust. The goal is to **start implementing and then refine**.

Q: What should be included in the Monday file? A: **Everything that requires documentation or physical paperwork** that comes to you throughout the week should be put into the Monday file.

Q: I have bank liabilities and a home loan. I have a property where I can build for rental income. Should I do it? A: First, **focus on clearing your existing bad loans**. If you proceed with construction for rental income, do so under **personal name, not company name**.

Q: I have 10-12 employees, but I only take reports from 2-3 departmental heads. Should I implement the *Parchi* system with all employees or only with the departmental heads? A: **Only implement the *Parchi* system with the departmental heads** from whom you currently take reports.

Q: I have seven companies with different purchase procedures. Should I create a universal FMS or company-specific FMS? A: If you are implementing auto-pilot, **focus on one company first**, not multiple.

Q: I implemented systems from your previous workshop and achieved significant growth. However, I now face challenges with managing multiple companies (three units), staff expectations, HR policies, and hiring, especially for technical requirements in new projects. A: * For multiple companies, the **EA can be common**, but **PC and CRM will be separate** for each unit. MIS can also be common.

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HR policies and hiring challenges will be covered later.

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For technical requirements in new projects, these topics will also be **covered later**.

Q: How can we improve the flowchart management system (FMS) because I get stuck after three or four steps? A: When you roll out the FMS, **sit with your PC for 30 minutes every day for 30 days (S30)**. They will help you identify what's working and what's not, allowing you to improve the process over time.

Q: Should the Process Coordinator (PC) for a small town be found locally? A: Yes, if available in your hometown, **try to find a coordinator-type girl there**. If not, you might need to manage remotely via Zoom for the days you are not physically present.

Q: Should the current problematic system be fixed before hiring a PC or EA, or should they be hired immediately? A: **Hire them right away**.

Q: If two generations are working (e.g., father and son), should we have multiple EAs? A: Only those attending the program should have an EA. If other generations are not part of the program, **do not involve them** in these new systems, as it will be a waste of time and money.

Q: Should an EA only do follow-up, or should they also be involved in coordination? A: The EA should handle **follow-up, coordination, documentation, and even personal tasks** like managing household expenses if you're comfortable.

Q: My accountant always makes excuses that accounts are not complete, so I'm unable to track profitability. A: This will be **covered later** in the finance section.

Q: You mentioned being debt-free but also leveraging debt for growth. Which is it? A: There are **different types of debt**. You should avoid "bad" debt (like the kind many business owners take) and learn about "good" debt. This will be **explained in the loan system** later.

Q: I am unable to implement the 8 AM system because my office is 1.5 hours away. A: You can **start your 8 AM work from your car** while commuting.

Q: If a planned FMS stage turns red (delayed), will all subsequent stages also turn red? A: No, the subsequent stages' **dates will automatically change** (adjust forward) based on the actual completion date of the delayed step.

Q: Will the FMS be maintained on registers or a computer system like Google Sheets? Will you teach us to create it? A: It should be maintained on **Google Sheets**. I will teach you the **basic level of creating it**.

Q: In my mobile retail business with four stores, can FMS be implemented? How about stock management across stores? A: **Yes, FMS can be implemented for processes like purchasing or mobile repair**, which take a few days. For other routine tasks, **checklists will be more suitable**. Stock management systems will be **covered later**.

Q: "Laala" (the owner) will work, but who will track Laala? How can I track my own personal productivity? A: This will be covered. The **personal productivity system (8 AM rule)** is designed for this.

Q: My photography studio has clients who prefer me to do the photoshoot personally, which generates significant revenue. How can I leave the office by 6 PM when clients don't come before 2 PM, and how can I work one day a week? A: Tell your clients you are available from 1 PM or 12 PM onwards. If you have to stay late 20% of the time, that's acceptable. For creative businesses like yours, where the owner is central, **I will show you how to manage this** and eventually work fewer days a week. Many architects and designers have done this.

Q: Can a manager be made a Process Coordinator (PC)? A: No. A manager's role is **problem-solving and decision-making**. A PC's role is follow-up. You can assign the manager to tasks like photoshoots, but **don't make them a PC**.

Q: For a pharmaceutical production business, where should FMS be applied for QA, QC, and maintenance, especially for technical things? A: There are examples of pharmaceutical businesses on our YouTube channel (Kuljivi Mahajan and Amit Bajaj) who have implemented these. You should **look at their testimonials for guidance**.

Q: When giving *Parchis* (task slips), even after receiving 50% completion, 50% is often undone. How much should I load onto a *Parchi*? A: When you give the *Parchi*, **ask the person if they can complete everything**. Only load tasks that they confirm they can do. If they say no, then remove it.

Q: Should I funnel all work through the Plant GM or others as well? A: If you are currently giving work to the Plant GM and the Purchase department, **continue to funnel work through them**.

Q: I struggle to prioritize my daily to-do list (e.g., 20 items). How do I identify the 20% that will give 80% results? A: First, make your list. Then, **choose only four items (20% of 20) that you will carry forward**. The other 16 (80%) must be eliminated. You will get better at identifying the most critical tasks over time. **Practice eliminating 80% every time**.

Q: I am a fitness coach. How does FMS apply to my fitness studio? A: FMS applies where a process **takes more than one day to complete**. For your business, processes like **onboarding new clients** might be suitable for FMS if they stretch over multiple days. Otherwise, you'll rely more on **checklists**, which will be taught later.

Q: How does the "What, Who, How, When" framework apply to an architecture design business where the process is simple design, and junior designers do most of the work, with the principal just checking? A: Even if the process seems simple, it involves multiple steps for various design aspects (electrical, MEP, civil, structural, GFC). **Map out the entire process for the junior designers** (e.g., 10-20 steps). You might have 20-50 projects running simultaneously, so **tracking becomes crucial**. The FMS will help manage deadlines and follow-ups. The issue of clients only wanting to meet the principal designer will be **addressed later**.

Q: My business has dynamic processes (e.g., medical device dispatch depends on hospital returns) that change minute by minute. How do I implement "What, Who, When, How" and put a timeline on these? A: While the process steps are the same, their timing might vary. **Put an average timeline** initially. Then, **slowly refine and improve it**.

Q: When the workshop is over, will there be continued motivation, guidance, or doubt clarification? A: **I will provide everything in writing**, and ongoing support will be there.

Q: When implementing the *Parchi* system, staff sometimes lose the *Parchi*. A: **Keep the *Parchi* with you**, and ask the staff to **take a photo of it on WhatsApp**.

Q: For a manufacturing business, what is the ideal weekly schedule for the owner (like the suggested Tuesday/Wednesday for work, Thursday for catch-up, and Friday/Saturday tasks on Monday)? A: **Implement the suggested schedule and try it out**.

Q: My firm has a high employee attrition rate, and implementing any system causes people to leave. A: **I will address attrition** later in the workshop. Don't worry about it for now.

Q: My husband implemented your systems but didn't achieve 100% success. As I'm now doing the course, how should I enter and implement systems in our joint family business? A: **Start with what you feel comfortable with**. Implement in small, manageable steps.

Q: How do I identify the 80/20 rule in work (which 20% of tasks are most effective) when I usually have only 5-6 items on my daily to-do list? A: Make a list of your 5-6 items. Then, force yourself to **choose only one item** (or 20% of the list, which might be just one if it's a short list) that you will carry forward. The rest must be left for later. This practice will help you identify the truly critical tasks.

Q: Will there be hand-holding after the physical class, or how do I connect with you? A: Even if you cannot attend the physical class, **do the two days on Zoom**, and then **speak to our staff** who will guide you on how to connect for further support.

Q: My business is in a competitive market with similar products, and customers prefer to buy directly from me. How will automation work for me, especially with price fluctuations? A:

This will be covered when we get to the **sales section**. For now, focus on implementing the systems discussed so far, like FMS and weekly scheduling.

Q: After implementing FMS in the business, is the *Parchi* system still necessary? What is the key difference? A: **Yes, both are necessary and serve different purposes.**

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FMS is for tracking regular, ongoing tasks within a process.

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The *Parchi* system is for delegating ad-hoc or daily tasks that come up.

Q: For my real estate business, you mentioned tracking profits monthly/quarterly, but it's hard with unsold units and varying project expenses. A: **Unsold units are currently loss-making.** For now, consider profit based on units that have actually been sold. Expense tracking for real estate projects needs to be measured; while there might be some variation, it is possible to track. This will be **covered later**. You can find testimonials from other real estate developers on our YouTube channel.

Q: Will you provide the resume requirements for a PC? A: **Yes, I will send you the details.** A PC doesn't require extensive experience; a girl with 1-2 years of experience and good coordination skills will work.

Q: We have multiple subdivisions in our production department. How many PCs are needed for multiple processes, and can they be remote? A: Start by **implementing one or two processes** with one PC and see if they can manage the load. There's no fixed thumb rule for how many processes one PC can handle. The PC should ideally be in your **physical office premises**, not remote.

Q: If an important task comes up during the day (e.g., at 1 PM) and needs to be assigned to someone whose *Parchi* is already filled, should we disturb their *Parchi*? A: **Yes, if it's an important task, you must disturb their *Parchi* and assign it.**

Q: As a jewellery business owner, how can I implement FMS? A: For retail businesses, **checklists are generally more applicable**. FMS would be relevant for processes that involve multiple steps and take several days, such as alteration, custom orders, or quality checks on returned items.

Q: Can't we leave the office at 6 PM in high-value goods businesses like stones, as employees might leave earlier? A: You can **stay until your employees leave**, but make sure to **arrive one hour before the office opens** to get your core tasks done.

Q: In a business where prices are unfixed (e.g., B2B/B2C stones), and we can't maintain proper accounting or stock, how do we manage purchase order requirements? A: **An inventory system will be introduced** later. For now, implement what has been covered so far. Gemstone businesses are easy to streamline and see rapid growth.

Q: How can I track my profits as an architect, since payments are irregular and not fixed? A: **I will provide the structure for tracking profits** later in the workshop.

Q: If one person (e.g., an interior designer or architect) handles two projects, how do we make a parallel FMS for them, as timelines might clash? A: When you start creating the FMS, you'll see that **dates will stop clashing** as tasks become structured. Right now, you're giving everything at once, causing clashes. The FMS helps in proper task allocation and prevents this.

Q: We have a list system (not *Parchi*) for monthly/bi-monthly tasks for our staff. How do we incorporate this into the daily/weekly/monthly bifurcation with the *Parchi* system? A: These tasks will be integrated into the **FMS** or managed through **checklists**. The FMS will structure the daily, weekly, and monthly tasks.

Q: My CA firm has a female accountant who also doubles as an EA. Should I keep it that way, or should I hire a separate EA? A: If she's handling multiple roles, and the work isn't too

much, it might be okay for now. However, **ideally, you should have separate individuals for different roles** for optimal efficiency as your business grows.

Q: It feels overwhelming to create so many FMS sheets myself, as it disturbs other work I'm delegating. What's your suggestion? A: You should **wake up early and create the sheets yourself**. This is a critical task for you as the owner.

Q: What should be included in the daily *Parchi*? A: Only the **major tasks** that need to be delegated for that day. Regular routine tasks do not need to be on the *Parchi*.

Q: We have two factories, one in Maharashtra and one in Gujarat. How do we implement this in both? A: **Start by implementing the system in the office where you are physically present**. Once that's stable, then you can apply it to the other location.

Q: My transport business uses branch managers. You said managers shouldn't do follow-up. How then will the work be overseen in the branch? A: The **Process Coordinator (PC) will oversee all the work** and ensure follow-up. The PC reports directly to *you*, not to the branch manager.

Q: I don't understand the 20/80 rule. A: The 80/20 rule (Pareto Principle) states that **20% of your efforts/clients/tasks yield 80% of your results**. For example, 20% of your clients give 80% of your business. In terms of tasks, if you have 100 tasks, completing the top 20% most critical tasks will give you 80% of your desired results. The idea is to **prioritise those critical 20% first**.

Q: When I make a flowchart, will the manager follow it, or someone else? A: The **Process Coordinator (PC) will follow up on the flowchart** and ensure tasks are completed.

Q: Should I hire an EA right away, or work on this for a month and then hire? A: **Hire the EA right away**.

Q: My consulting company has many departments (marketing, branding, designing). How do I manage this, and how many FMS should I create? A: **Start by creating two FMS systems**, for example, for "Order to Delivery" processes. Then, gradually build more as needed.

Q: For the Monday file, if documents from Tuesday, Wednesday, and Thursday also go to the Monday file, do documents from Friday and Saturday go to the *next* coming Monday or the Monday after that? A: Initially, it might be slow, but the goal is for **all paperwork to accumulate for Monday**. If Friday/Saturday documents can't make it to the immediate Monday file, they would go to the following Monday. The system will settle over time.

Parchi System: This system involves writing down tasks for each employee on a physical slip of paper (parchi) and then reviewing the completion of these tasks the following day.

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Workshop Context: It is introduced as the **first crucial step** for business owners to implement by arriving at the office at 8 AM, aiming to free up their time by systematically delegating tasks and fostering accountability among staff. It is also noted as a temporary measure that will eventually be replaced by a delegation sheet.

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Mondays File: This system entails collecting all documentation, cheques, reports, and any other paper-based work that accumulates throughout the week into a dedicated file to be processed and completed specifically on Mondays.

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Workshop Context: It is presented as a method to **consolidate and streamline paper-based tasks**, preventing constant interruptions from staff seeking approvals or signatures throughout the week, thereby increasing efficiency for the business owner.

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Weekly Scheduling: This involves planning the entire week's activities in advance, with a particular emphasis on completing the bulk of operational tasks on specific days like Monday or Thursday.

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Workshop Context: It is the third component of the Five Building Blocks, designed to help business owners **structure their time effectively**, allowing them to manage their workload and free up time for other critical activities.

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Five Building Blocks of Business: This is a foundational framework for personal and business productivity. It comprises:

- 1.

Arriving at the office at **8 AM** and leaving by 6 PM (for most businesses), incorporating the **Parchi System** and the **Mondays File**.

- 2.

Implementing **Weekly Scheduling**.

- 3.

Hiring and effectively utilising an **Executive Assistant (EA)**.

- 4.

Working **Out of Office** (e.g., from a coffee shop) for one day a week.

- 5.

Conducting **Executive Meetings (EM)**, which will be covered later in the workshop.

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Workshop Context: Rahul Jain states that implementing these blocks significantly enhances productivity and allows the business owner to gain total control over their operations.

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Executive Assistant (EA): This refers to a dedicated assistant, ideally a married woman living near the office, whose primary skill is **exceptional follow-up**. Their role is to handle **80% of the owner's follow-up, coordination, and documentation (FCD) tasks**.

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Workshop Context: The EA is introduced as the third building block, essential for liberating the business owner from daily operational firefighting. The owner is instructed to train the EA through the **S30** method.

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S30: This is a training method for the Executive Assistant (EA), involving the business owner sitting with the EA for **30 minutes every day for 30 days** to gradually assign and teach them two tasks daily.

◦

Workshop Context: S30 is crucial for the effective integration of the EA into the business, ensuring they confidently take over the owner's delegated tasks.

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Help Slip: This system requires employees to write down any questions or problems they have, along with their best or second-best proposed solutions, and then submit these slips to the Executive Assistant (EA).

◦

Workshop Context: Designed to stop staff from constantly interrupting the business owner with questions, it forces employees to think for themselves, streamlines the decision-making process for the owner, and channels communication through the EA.

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Business Management System (BAMS): This is a comprehensive framework for managing the entire business, encompassing five key areas: **Productivity** (achieved through the Five Building Blocks), **Organisational Structure**, **Financial Control**, **Systems Creation**, and **Monitoring Structures** for these systems.

◦

Workshop Context: BAMS is presented as the overarching strategy to achieve total control and sustained growth, ensuring that all aspects of the business are systematically managed.

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Organisational Structure (Org Chart): This involves creating a visual representation of the company, outlining its departments, the roles within each, and the reporting lines.

◦

Workshop Context: It helps business owners identify areas with insufficient staff, departments where the owner is overburdened, and clarifies reporting relationships. It can also be used to **divide responsibilities among partners**.

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Monthly Board Meeting (for Partners): A regular meeting (typically monthly) for business partners where each individual reports on their previous month's achievements and outlines their plans for the upcoming month, without interruption or criticism from other partners.

◦

Workshop Context: This framework helps to manage partner relationships effectively, fostering accountability and reducing conflict by ensuring clear communication and defined roles.

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80-20 Rule (Pareto's Law): This principle states that approximately **20% of efforts, causes, or inputs produce 80% of the results or outcomes**. For example, 20% of clients may generate 80% of turnover.

◦

Workshop Context: It is emphasized as a tool for **increasing effectiveness and productivity**. By identifying and focusing on the critical 20% of tasks or clients, businesses can achieve a significant portion of their desired results with less effort, allowing other tasks to be delegated or eliminated.

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RA Magic (Result-Action Magic): This is a creation science that dictates starting with the desired **result** in mind *before* taking any **action** (e.g., clearly defining the outcome you want from a meeting before it begins).

◦

Workshop Context: Rahul Jain describes it as a "game-changer" for achieving goals effectively. It encourages focusing on the end goal and applying this principle daily, weekly, monthly, quarterly, and annually, particularly for increasing profits.

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SSG (Start Simple Ghatiya - "Bad/Shitty"): This is a principle for implementation that advocates for **starting a new task or system in a simple, imperfect, or "ghatiya" (poor/bad) way** rather than striving for perfection from the outset.

◦

Workshop Context: It directly addresses the common problem of procrastination and overthinking ("perfection is the biggest stop") by asserting that beginning, even if poorly, is far better than not starting at all. The idea is that improvement will naturally follow.

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KJT (Karo Toh Jaano - Do to Know): This principle literally translates to "do to know," meaning that **understanding and learning truly happen through action and implementation** rather than just theoretical knowledge.

◦

Workshop Context: It serves as a directive to immediately put workshop learnings into practice, reinforcing the idea that practical experience is the best teacher, even if initial attempts are flawed.

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DML (Dimag Mat Lagao - Don't Use Your Brain): This is a direct instruction to participants to **refrain from overthinking, questioning, or applying their own preconceived notions** to the systems being taught. Instead, they are told to simply follow the instructions given.

◦

Workshop Context: Rahul Jain uses this phrase to encourage trust in his proven methodologies, arguing that if participants' own thinking had solved their problems, they wouldn't be in the workshop. It's a call for unreserved implementation.

•

Karma (System Creation Process): This is a five-step, holistic process required for any system to work effectively:

1.

Create: Design the system.

2.

Align: Ensure people understand and agree with the system's purpose and their role in it.

3.

Roll out: Implement or put the system into practice.

4.

Monitor: Track and measure the system's performance using numbers and data.

5.

Hold Accountable: Use Executive Meetings (EM) to ensure individuals are responsible for their tasks within the system.

◦

Workshop Context: Rahul Jain states that if even one of these five steps is missing, the system will not work. It is presented as the complete framework for successful and sustainable system implementation.

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Process Flow Chart: A visual representation of a business process, mapping out each step using specific symbols for start, action, decision boxes, and end points. Each step includes

sections for "What" (the task), "Who" (the person responsible), "How" (the method), and "When" (Turn Around Time - TAT).

◦

Workshop Context: Taught as the initial "creation" step within the "Karma" system. Participants are encouraged to create a basic, even imperfect, flow chart first to learn the process of system design.

•

Flow Chart Monitoring System (FMS): An advanced system derived from the Process Flow Chart, used for the **actual implementation and monitoring** of processes. It includes columns for "Planned" and "Actual" dates for each step, alongside unique identifier numbers (e.g., Indent Number), which automatically indicate if a task is on schedule (green) or delayed (red).

◦

Workshop Context: This system is presented as the key to understanding where work gets stuck in a process, directly leading to the need for a **Process Coordinator**. It provides objective data for monitoring.

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Process Coordinator (PC): A dedicated, typically lower-cost employee (often a young woman) responsible for **monitoring the Flow Chart Monitoring System (FMS)** and **following up** with staff to ensure all tasks are completed on time.

◦

Workshop Context: Introduced as the critical solution to the problem that managers (who are senior or highly paid) are ineffective at continuous follow-up. The PC's role is to ensure smooth operations by constantly pushing tasks forward, freeing managers to focus on problem-solving and decision-making.

•

Financial Planning: A structured approach to setting financial goals based on different levels of passive income: **Survival** (minimum living expenses), **Comfort** (current lifestyle expenses), and **Abundance** (living luxuriously). This also involves calculating the capital needed to generate these passive income levels.

◦

Workshop Context: Presented as crucial for achieving **financial security and peace of mind**, allowing the business owner the option to retire. It contrasts the limitations of active business income for personal spending with the freedom offered by passive income.

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Passive Income Account: A separate bank account or investment vehicle where funds are regularly deposited (ideally via **auto-debit**) to build a corpus specifically for generating passive income.

◦

Workshop Context: Emphasized as a practical step towards achieving financial security and abundance, by systematically building a source of income that is separate from the active business.

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Budget and Cost Control: A system focused on effectively **managing and reducing business expenses**, particularly fixed costs.

◦

Workshop Context: Mentioned as a key challenge for many business owners, with the aim to reduce non-salary fixed costs by 20-30% as a desired outcome of the financial section.

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Cash Flow Management: A system designed to ensure that the business always has **sufficient liquid funds available** and avoids cash flow challenges, enabling free spending and reducing the need to constantly "rotate the hat" for money.

◦

Workshop Context: Identified as a major problem for business owners, with the goal of having extra cash flow and being able to spend freely.

•

Collection (of Payments): A system focused on ensuring that **payments from clients are received on time**.

◦

Workshop Context: Highlighted as a common financial headache, with the objective of getting **80% of payments on time**.

•

Debt-Free Company: The objective of implementing financial systems to **eliminate all business loans and debts**, aiming for a state where the company has no outstanding financial obligations.

◦

Workshop Context: Presented as a highly desirable financial outcome, leading to improved financial stability and peace of mind.

-

Vartika Gupta:

-

Business: CEO, Co-CEO, and Founder of Mezocia, a luxury home décor and furniture business that works with global brands. She also consults on design projects.

-

Location: Mumbai.

-

Challenges Before BCI:

-

Was the primary individual ("the A") in the company, involved in "massive fire fighting" and daily follow-ups, working the longest hours.

-

Struggled to balance work and home life as a mother of three young children, feeling "out of control".

-

Despite having senior, smart people on board, her dependency was largely on people, leading to a fear of company collapse if someone left.

-

Results After BCI:

-

Learned to **delegate and manage**, feeling like the "commander" and "in control".

-

Her **dependency on people has significantly decreased**.

-

Can now **travel freely** and has a **fixed schedule for family time**, including reading and playing with her children daily.

-

Can now **choose whether to go to the office or not**.

-

Grew from **one store to three stores in a year and a half**.

-

Developed a **pan-India business development team**.

-

Profits increased by 2.5 times.

-

No longer involved in operations at all, spending time on **strategizing for business expansion**.

-

International brands now actively seek them out.

-

Her **Delhi store opened on autopilot**, requiring only one site visit during finalisation and attendance for the launch.

-

Has a **beautiful life with her family**, with dedicated time for hobbies.

-

Ritesh & Neha Kamani:

-

Business: Founders of "Kalighata," a leading bridal wear designer brand in the bridge-to-luxury segment, dealing with occasion wear and bridal wear (100% make-to-order). They also have manufacturing operations.

◦

Location: Kolkata.

◦

Challenges Before BCI:

▪

Ritesh: Dealt with unorganised "karigars" (artisans) who worked remotely and often failed to deliver on time, sometimes turning off their phones if work wasn't done. Felt stuck between managing artisans and critical brides, considering quitting the industry around 2016-2017. Was on the phone 24/7, even during holidays, managing delivery dates. Main business came from B2B wholesale, with complaints and grievances directly coming to him due to lack of team trust.

▪

Neha: Struggled to manage work and home life, especially with three children. Faced lack of support from family regarding working, particularly from her mother-in-law. Frequent arguments with Ritesh due to differing working styles.

▪

General: Manual, paper-and-pen based follow-up systems. Sales conversions were low when Ritesh was not physically present at the store.

◦

Results After BCI:

▪

Life has **completely changed**, with immense gratitude for Rahul Ji's guidance.

▪

Are now one of the leading players, with **presence in more than 45 multi-designer stores** across the world (from just one store previously).

▪

Shifted from B2B wholesale to promoting their own brand in multi-designer stores.

▪

Operations are minimal, requiring only half an hour daily to review systems and sheets. Can manage the brand with a one-hour video call with the team even when travelling.

▪

Grew 5x in profits since post-COVID (last 3.5 years) and plan to grow 3x more in the next two years.

▪

Ritesh's **phone has been on silent mode since 2019**, with clients now trusting the team.

▪

Divided departments and responsibilities between Ritesh and Neha, each having their own team and Executive Assistant (EA), with no interferences.

▪

Neha has **ample time for children and hobbies**, even launching a new business of hand-painted garments.

▪

Successfully implemented systems with karigars by educating them on processes.

▪

Developed one of the **best CRM teams** in the industry, receiving compliments from top leaders.

▪

They dedicated **three years to implementing systems** (including 4 AM starts), despite initial difficulties and fights.

-

Sunil Trihan:

-

Business: Manufacturing (Bio-mass gasifier, which replaces diesel/LPG in industries).

-

Location: Narela Industrial Area, Delhi.

-

Results After BCI:

-

Implemented the course five years ago (during COVID-19 for a 9-month course) and **grew 5x in sales**.

-

Later faced a "collapse" because he only focused on sales implementation and not other systems. Now recovering and re-implementing.

-

Grew his factory strength from **20-25 people to 150 people**.

-

Manages an additional 50-70 people for job work.

-

6-7 female employees, earning ₹15,000-20,000, **control the entire factory**, including production planning and overall management, due to effective systems.

-

Can now ask workers for updates at closing time, as they are motivated to leave.

-

Sandeep (from Textile Trader):

-

Business: Textile trader.

-

Results After BCI: Used the "Parchi System" for one department (Accounts) for only one month, and already seeing results with increased proficiency and clearer profit calculations.

-

Sajal & Harshil:

-

Business: Financial Mirror Experts, helping businesses match their financial reality with future goals.

-

Location: Serving over 650 clients in 28 cities in India and 7 countries.

-

Results After BCI: Implemented Rahul Ji's methods since 2022 and have seen "rockets" in their profits.

-

Vishnu Sultania:

-

Experience: Initially struggled with saving money, with all active income going back into the business. After joining Rahul Ji's coaching and working with a financial advisor, achieved his "abundance income" target in 2.5-3 years, a goal he initially thought would take a lifetime. This passive income provides happiness and removes worry from active income.

-

Rahul (from One Day Workshop):

◦

Results After BCI: Implemented only the 8 AM rule from the one-day workshop, which changed his business game, making him hopeful for the four-day workshop.

•

Nikhil Khandelwal:

◦

Results After BCI: Implemented the 8 AM rule after a Mumbai one-day workshop, which aligned his staff, saved him time, and allowed him to focus on sales, showing growth.

•

Sanju Agrawal:

◦

Business: Service industry, valuation field (B2B business services).

◦

Results After BCI: Made two "sorry calls" (to lost customers) and both resulted in success, reviving long-term agreements.

•

Manoj Kumar:

◦

Results After BCI: Started "sorry calls" to customers and re-established business with 121 customers.

•

Suryakant Setu:

◦

Results After BCI: Implemented giving "chittis" (notes) to employees, leading to them arriving 30 minutes earlier and staying 30 minutes later, effectively doubling their productivity.

•

Prateek Jalan:

◦

Experience: A close friend of Ritesh and Neha, he was motivated to join the workshop after seeing their transformation. He initially struggled to commit time to the course but was advised to hire an EA first, which helped him gain time.

•

Aparna (from a Gym):

◦

Business: Fitness studio/coach.

◦

Results After BCI: Has a team of 10 people and has hired an EA based on Rahul Ji's advice, which is working well. Mentioned another fitness coach, Amandeep, who saw "super rockets" in his business and expanded to multiple countries after the course.

•

Apeksha:

◦

Business: Green architect and interior designer.

◦

Experience: Has been in practice for two decades and has experienced pan-India growth thanks to Rahul Ji's guidance.

•

Ujwal:

◦

Business: Kitchen equipment manufacturing and trading.

◦

Experience: Stated that his projects are all over India and expenses are not measured due to variations. Rahul Ji suggested methods to address this.

•

Shivang:

◦

Business: Architect/interior designer.

◦

Experience: Shared common challenges of creative professionals where payments are irregular and fixed timelines are difficult. Also noted the issue of clients wanting to deal directly with the main designer. Rahul Ji confirmed these are common issues for service-based businesses and will be addressed.

•

Anirudh's wife, Manisha:

◦

Business: Marble business, owning mines in Makrana.

◦

Experience: She and her husband are both directors and manage the work. She inquired about the percentage of sales to spend on salary for a joint family business.

•

Chinnmay:

◦

Business: In a competitive market with similar products and price competition.

◦

Experience: Clients prefer buying directly from him. Has implemented the Parchi System and hired an EA after a one-day workshop and is looking for more automation guidance.

•

Dr. Shailly Gupta:

◦

Business: Hair transplant surgeon and clinic face.

◦

Experience: Patients insist on seeing her, leading to her involvement in daily operations despite having a team of dermatologists. This hinders her focus on growth. Rahul Ji acknowledged this common issue for doctors and other service providers. The workshop included participants from diverse backgrounds and industries, including manufacturing, retail, service, construction, chartered accountancy, law, trading, e-commerce, jewellery, garments, dentistry, logistics, furniture, hospitality, coaching, real estate, and more. Many participants (58%) were attending a workshop with Rahul Ji for the first time, while about 40% had attended previous workshops.