7 Delegation of authority matrix

Staff stop waiting for you when the limits are written down.

BUSINESS _____ PREPARED BY _____ DATE _____

Mark who may decide alone (D), who must be consulted first (C) and who must approve (A). Set RM limits. Review every six months.

Decision	Staff	Manager	GM / integrator	Owner / board	RM limit
Discount on a quotation					
Accept a new customer on credit terms					
Purchase from a supplier					
Pay a supplier invoice					
Refund or goodwill credit					
Hire or dismiss staff					
Change a price list					
Sign a contract					
Borrow or give a guarantee					
Capital spend					

PHOTOCOPY FOR USE IN YOUR OWN BUSINESS