

OPERATIONAL PLAN: a description of the assets and expertise available to launch the business venture; policies and plans for production or service delivery.

Questions to consider when writing this section¹:

- What is the process required to manufacture the item for sale, or to provide the service?
- Which aspects of this process will the business undertake, and which will be provided by others? Who will provide them?
- What are the requirements for fixtures, furniture, machinery or other equipment?
- Will seasonality affect production/service delivery?
- What is the floor plan and structural features of the facility?
- How will the business design new products or develop new services?
- How will the business purchase inventory/supplies?
- How will the business administer quality and cost controls?
- How will the business benefit from the experience of the nonprofit organization?

¹“*Business Planning for Nonprofit Enterprise,*” The Nonprofit Entrepreneur – Creating Ventures to Earn Income, edited by Edward Skloot, Foundation Center, New York 1988.