NOOR SYSTEMS · BUSINESS DIAGNOSIS · EXAMPLE

# Business Diagnosis Blueprint

Example Electrical. A worked example showing the structure and depth of a Noor Business Diagnosis.

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|---|---|
| PREPARED FOR | Example Electrical (fictional business) |
| PREPARED BY | Mo, Founder, Noor |
| DATE | November 2026 |
| NOTE | Example only. The business and every figure are fictional and illustrative. |

EXAMPLE
ELECTRICAL

SECTION 01

# Executive Summary

01 Example Electrical is a 14 person Perth electrical contractor. Work is steady, but enquiries, invoices and quotes all wait on the same three people.

02 In the 4 weeks reviewed, new enquiries waited 26 hours on average for a first reply, and 9 of 40 got no reply within 3 days.

03 The office manager estimates 5 hours a week retyping job notes. One owner estimates 6 hours a week writing quotes, mostly after hours.

04 Recommended first step: an AI drafted first reply to every new enquiry, checked and sent by the office manager within 15 minutes.

05 The three opportunities build mostly on software the business already uses.

SECTION 02

# About the Diagnosis

| | |
|---|---|
| WORKFLOWS | Enquiry to quote, job completion to invoice, weekly scheduling |
| INFORMATION | 4 weeks of enquiry records, 3 months of invoice dates, the team's own time estimates |
| PEOPLE | Both owners and the office manager |

SECTION 03

# Key Findings

The business has the demand and most of the tools. The friction sits in who owns each step.

## Nobody owns new enquiries

About 40 enquiries a month arrive by phone, email and the website form, and each person assumes someone else has replied. The owners say they often hear “we went with someone else” when they call back.

## Job paperwork gets typed twice

Electricians write job notes on paper, and the office types them up at the end of the week. Invoices go out 9 days after the job on average.

## Quotes start from a blank page

One owner writes quotes after hours, mostly for the same few job types.

## Scheduling works, but depends on one person

The office manager plans the week by hand. Changes come in daily and need judgement, so this is a process to write down rather than automate.

## The software can do more than it’s used for

The job management software includes an enquiry inbox, but it isn’t switched on.

SECTION 04

# AI Opportunities

> ***How these are prioritised.*** *Each opportunity is placed by its impact, the effort to put it in place and the strength of the evidence. Quick Wins are worthwhile and low effort, so they come first. Strategic Initiatives take more work and follow once the Quick Wins are running.*

QUICK WINS

## AI drafted replies to new enquiries within 15 minutes

Collect every enquiry in the software's enquiry inbox and make the office manager its owner. A saved AI prompt drafts a reply to each enquiry in seconds, and the office manager checks and sends it. Customers hear back while they're still choosing who to call.

| EVIDENCE | IMPACT | EFFORT | SOLUTION TYPE |
|---|---|---|---|
| Both owners and the office manager, separately. Enquiry records confirm it. | High. It affects how much existing demand turns into work. | Low. One prompt, 4 example replies, about an hour of setup. | Prompt Engineering |

## Job notes dictated on site and tidied by AI

Electricians record a short voice note when they finish a job. An AI assistant turns it into clean invoice lines, and the office enters them into the job software the same day.

| EVIDENCE | IMPACT | EFFORT | SOLUTION TYPE |
|---|---|---|---|
| Office manager, confirmed by invoice dates. | Medium. Removes the weekly retyping and gets invoices out sooner. | Low. One AI assistant account and a short demonstration. | Tool Adoption |

STRATEGIC INITIATIVES

## AI first drafts of quotes for the 5 most common jobs

Build a template for each common job type, plus a prompt that turns site notes into a first draft quote. The owner checks and adjusts each quote instead of writing it from a blank page.

| EVIDENCE | IMPACT | EFFORT | SOLUTION TYPE |
|---|---|---|---|
| Raised by one owner. | High. Frees owner time, mostly after hours, and can help win work. | Medium. About 2 days to build, then a few weeks of tuning. | Prompt Engineering |

SECTION 05

# What the team told us

The baseline figures below are drawn from the fictional team's records and estimates. We measure each one again after 90 days.

| AREA | FIGURE, AS STATED | SOURCE |
|---|---|---|
| Enquiries | About 40 a month | Enquiry records, 4 weeks |
| First reply | 26 hours on average. 9 of 40 not answered within 3 days. | Enquiry records |
| Invoicing | 9 days from job to invoice on average | Invoice dates, 3 months |
| Retyping job notes | About 5 hours a week | Office manager |
| Writing quotes | About 6 hours a week, mostly after hours | Owner |
| Average job gross profit | $850 | Owners |

SECTION 06

# What it could be worth

> ***Illustrative only.*** *Examples of how a figure becomes a value, not predictions or guarantees. A real report uses your numbers and shows every assumption. We measure the result after 90 days.*

| TYPE OF VALUE | STATED FIGURE AND ASSUMPTION | ILLUSTRATIVE RESULT |
|---|---|---|
| **Potential gross profit** | 9 of 40 enquiries a month get no reply within 3 days. Job gross profit is $850. Assume quicker replies win 2 of the 9. | 2 × $850 × 12 = about $20,400 a year, if the jobs are won |
| **Time capacity recovered** | 5 hours a week retyping, 6 hours quoting. Assume 4 and 3 hours saved over 48 weeks: 192 + 144 hours. | 336 hours a year. About $16,800 at $50 an hour: capacity, not cash |
| **Actual cost savings** | No cost is assumed to be removed in this example. | $0 assumed. Counts only when a real cost stops |

These are not added together. Gross profit depends on winning the work, recovered time counts once it is used, and a saving needs a real cost to stop. All figures are before tool and setup costs.

SECTION 07

# Sequenced Action Plan

| WHEN | ACTION | MEASURE |
|---|---|---|
| Month 1 | Switch on the enquiry inbox, name its owner, and start AI drafted replies | Average time to first reply (26 hours today) |
| Month 2 | Start voice notes for finished jobs. Write down the scheduling process. | Days from job to invoice (9 today) |
| Month 3 | Build the quote templates and drafting prompt | Owner quoting hours a week (about 6 today) |
| Day 90 | Review each measure against today's figures | All three |

> *You can carry out this plan yourselves. If you'd like help, Noor can quote any part of it separately.*

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