Table of Contents

Executive Plan 4
Mission, Objectives and Keys to Success 5
Mission 5
Vision 5
Objectives 5
Core Values 5
Keys to Success 6
Company Summary 7
Business Description 7
Company Location 7
Products and Services 7
Ownership 8
Choosing and Managing the Ownership Structure 8
Company Structure 9
Detailed Staff Responsibilities 10
Operational Requirements 12
Premises, Vehicles and Equipment 12
Servicing, Inspections and Vehicle Availability 14
Booking, Dispatch and Trip Control 15
Government Requirements and Operating Authority 17
Insurance and Risk Transfer 18
Passenger Care, Safety and Accessibility 19
Customer Information, Complaints and Lost Property 20
Practical Management Guide 21
Opening and Closing a Shift 21
Designing a Useful Dispatch Board 21
Understanding Paid and Empty Kilometres 21
Pricing Waiting, Transfers and Special Work 22
Driver Recruitment and Practical Assessment 22
Preventing Revenue Leakage 22

Responding to Delays and Complaints 23
Managing Safety Incidents and Security 23
Evaluating Each Booking Channel 23
Fleet Replacement and Controlled Expansion 24
Establishing a Practical Management Rhythm 24
Purchasing and Supplier Control 25
Cash Control and a Rolling Commitments Calendar 25
Staff Induction and Training 26
Maintenance, Stores and Asset Records 26
Records, Backups and Business Continuity 27
Measuring Improvement and Deciding When to Expand 27
Turning an Enquiry Into a Confirmed Journey 28
Checking Whether Two Bookings Really Fit One Vehicle 28
Recording Pickup Instructions That Drivers Can Use 29
Managing a Delayed Arrival Without Losing the Next Booking 30
Designing a No Show Record That Can Be Reviewed 31
Comparing Paid Distance With Total Vehicle Use 32
Understanding Vehicle Hours That Produce No Fare 33
Building a Quote for an Unusual Journey 34
Reconciling a Driver Shift Without Assuming Cash Equals Sales 34
Matching Channel Statements to Completed Trips 35
Preparing a Corporate Account Journey for Payment 36
Evaluating a Referral Arrangement 37
Checking a Vehicle Before Committing It to a Booking 38
Making a Workshop Instruction Clear 39
Recording Tyre and Wheel Work as an Asset History 40
Reading Fuel Use Over Comparable Journeys 41
Separating Vehicle Availability From Passenger Demand 41
Planning a Driver Roster Around Real Commitments 42
Training Dispatch Through a Conflicting Booking Exercise 43
Responding to a Complaint With a Journey Timeline 44

Handling Lost Property Without Losing Accountability 45
Preparing for a Booking System Outage 46
Keeping Location Knowledge Useful and Current 47
Reviewing a Service Area Before Extending It 48
Testing a New Vehicle Against Actual Passenger Needs 48
Comparing Repair With Replacement 49
Measuring Reliability From Accepted Bookings 50
Making an Owner Absence Handover Work 51
Reviewing a Busy Day That Produced Little Cash 52
Keeping Improvement Decisions Small Enough to Test 53
Journey Economics and Service Examples 54
The Fare and the Whole Journey 54
Reconciling a Platform Settlement 54
A Delayed Airport Collection 55
A Vehicle Becomes Unavailable before a Booking 55
Reviewing a Corporate Account 56
Operational Strategy 57
Booking and Fleet Coordination 57
Vehicle and Customer-service Control 57
Marketing Strategy 58
Service and Brand Position 58
Local Partnerships 58
Pricing and Customer Retention 58
Web and Digital Marketing 58
Sales and Account Development 59
Market Analysis 60
Demand 60
Customer Segments 60
Competition and Buying Behaviour 62
Pricing and Journey Economics 62
Market Position and Development 63

Industry Analysis 64
Industry Structure 64
Traditional Metered Operators 64
E-hailing Platforms and Digital Competition 64
Regulation and Formalisation 65
Cost Structure and Fleet Productivity 65
Labour, Safety and Customer Trust 66
Outlook and Business Opportunity 66
SWOT Analysis 67
Strengths 67
Weaknesses 67
Opportunities 67
Threats 67
PEST Analysis 68
Political 68
Economic 68
Social 68
Technological 68
Financial Statements 69
Start up Costs 69
Financing and Bank Loan Amortisation 70
Projected Income Statement 71
Forecast Assumptions 72
Forecast Assumptions continued 73
Staffing and Salary Assumptions 73
Revenue and Expenses 75
Monthly Cash Flow Statement 76
Projected Annual Cash Flow 79
Projected Balance Sheet 80
Breakeven Analysis 81
Payback Period Analysis 82

Financial Graphs 83
Risk Analysis 85
Road incidents and passenger safety 85
Vehicle downtime and maintenance cost 85
Demand and competitive pricing 85
Licensing and access disruption 85
Cash leakage and customer credit 86
Platform and customer concentration 86
Driver availability and service inconsistency 86
Security and information loss 86
Monitoring and Corrective Action 87
Potential Sources of Finance 88
Equity Financing 88
Debt Financing 90
Development Finance and Business Support 93
Preparing a Funding Application 94
Comparing Offers and Managing Funds 95
Financing a Phased Improvement Programme 96
Common Causes of Business Failure and How to Avoid Them 97
Putting bookings ahead of safety 97
Buying solely on purchase price 97
Mistaking busy vehicles for profitable vehicles 97
Treating platform acceptance as operating permission 97
Failing to reconcile fares and settlements 98
Depending on one source of work 98
Neglecting driver support and supervision 98
Expanding before the operating system is reliable 98
Recognising Warning Signs Early 99
Directory 100
Other Business Plans 104
BIZBOLTS Disclaimer and Copyright 107

Other Business Plans

We offer the following business plans in PDF, Word & Excel. Visit www.bizbolts.co.za to learn more or purchase.

- Animal Feed Manufacturing Business Plan
- Auto Parts Store Business Plan
- Bakery Business Plan
- Beef Cattle Farming Business Plan
- Bottled Water Business Plan
- Brick Manufacturing Business Plan
- Broiler Chicken Farming Business Plan
- Butchery Business Plan
- Cabbage Farming Business Plan
- Car Wash Business Plan
- Catering Business Plan
- Cattle Fattening Business Plan
- Cleaning Services Business Plan
- Clothing Boutique Business Plan
- Coffee Shop Business Plan
- Construction Company Business Plan
- Courier Services Business Plan
- Dairy Farming Business Plan
- Detergents Manufacturing Business Plan
- ECD Day Care Centre Business Plan
- Fast Food Restaurant Business Plan
- Food Truck Business Plan
- Free Range Chickens Farming Business Plan
- Funeral Parlour Business Plan
- Furniture Manufacturing Business Plan
- Goat Farming Business Plan
- Guest House Business Plan

- Gym Business Plan
- Hair & Beauty Salon Business Plan
- Hardware Store Business Plan
- Hatchery Business Plan
- Honey Beekeeping Business Plan
- Hydroponics Farming Business Plan
- Internet Cafe Business Plan
- Laundry Business Plan
- Layers Egg Farming Business Plan
- Liquor Pub Business Plan
- Macadamia Nuts Farming Business Plan
- Maize Farming Business Plan
- Meter Taxi Business Plan
- Minibus Taxi Business Plan
- Mutton Sheep Farming Business Plan
- Onion Farming Business Plan
- Petrol Station Business Plan
- Pharmacy Business Plan
- Pig Farming Business Plan
- Potato Farming Business Plan
- Rabbit Farming Business Plan
- Recycling Business Plan
- Rental Property Business Plan
- Security Company Business Plan
- Sheep Farming Business Plan
- Shisa Nyama Business Plan
- Solar Installation Business Plan
- Spaza Shop Business Plan
- Supermarket Business Plan
- Toilet Paper Manufacturing Business Plan

- Tomato Farming Business Plan
- Trucking Business Plan
- Tyre Fitment Centre Business Plan
- Waste Management Business Plan

Business Plan Packages (PDF, Word & Excel)

Our business plan packages generally include these four files:

1. Comprehensive business plan - PDF

A detailed guide covering the business, market, operations, management, financial projections and practical guidance for running the business.

2. Comprehensive business plan - editable Word document

The detailed plan in Word format, ready to customise for your business.

3. Funding business plan - editable Word document

A shorter version to personalise for a bank loan, investor or other funding application.

4. Automated financial statements - Excel workbook

Update the inputs to reflect your business. The linked financial statements and forecasts update automatically.

Contact Bizbolts

Website: www.bizbolts.co.za

Email: sales@bizbolts.co.za

Call / WhatsApp: +27 60 633 4830