

How to use: Go through each section and check every box that applies. Tally your score at the end. Any unchecked box is a documented operational gap.

### Inventory Management

- 1  Do you have real-time visibility into stock levels across all channels?
- 2  Can you predict stockouts 2-3 weeks before they happen?
- 3  Do you track velocity trends by SKU and automatically adjust reorder points?
- 4  Are dead stock items identified and liquidated within 90 days?
- 5  Do you have separate safety stock calculations for A/B/C category items?

### Financial Operations

- 6  Can you generate profit margin reports by SKU within 24 hours?
- 7  Are all marketplace fees automatically reconciled and categorized?
- 8  Do you track customer acquisition cost (CAC) by channel?
- 9  Is cash flow forecasted 13 weeks ahead based on order patterns?
- 10  Are chargebacks and refunds processed within your SOP timeframes?

### Channel Management

- 11  Are product listings optimized with consistent data across all channels?
- 12  Do you monitor competitor pricing and adjust automatically?
- 13  Are you maintaining target profit margins on each marketplace?
- 14  Can you track performance metrics (conversion, traffic, rankings) by channel?
- 15  Do you have backup plans for suspended listings or account issues?

### Customer Operations

- 16  Is order fulfillment automated with same-day processing?
- 17  Are customer service inquiries resolved within your target response time?
- 18  Do you track and minimize "Where is my order?" (WISMO) tickets?
- 19  Are returns processed efficiently with minimal manual work?
- 20  Do you have systems to identify and reward repeat customers?

### Growth Systems

- 21  Are advertising campaigns monitored daily with clear ROAS targets?
- 22  Do you have documented SOPs for scaling successful product launches?
- 23  Can you identify your most profitable customer segments and target them?
- 24  Are you tracking leading indicators (not just sales) to predict growth?
- 25  Do you have clear criteria for when to expand to new channels or markets?

### SCORING GUIDE

Score	Level	What it means
0-11	<b>CRITICAL</b>	Your operation has structural failures that are actively destroying margin
12-19	<b>MODERATE</b>	Gaps exist in 2 to 3 areas that need immediate attention
20-25	<b>STRONG</b>	Your systems are solid, focus on optimization

Book a free data audit at [modonix.com/services](https://modonix.com/services) — we identify your top 3 margin leaks in one session. Written by Ahmed Abuswa, Modonix.com