

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.

Heroics Or Chaos

- 1 ☐ Do you praise all-nighter saves more than the process that prevents them?
- 2 ☐ Has the same emergency type recurred three or more times this quarter?
- 3 ☐ Does every fire drill end with a logged root cause, not just a fix?
- 4 ☐ Would output stop if your best firefighter took a week off?
- 5 ☐ Do postmortems assign an owner and deadline, not just a summary?

Scaling Communication

- 6 ☐ Has headcount roughly doubled since your last documented process update?
- 7 ☐ Can a new hire find the current SOP without asking a teammate?
- 8 ☐ Do major decisions still get made in hallway chats, not written records?
- 9 ☐ Is there one source of truth for priorities, not five open threads?
- 10 ☐ Did your last structure change happen before the chaos, not during it?

Owner Bottleneck

- 11 ☐ Do more than three recurring decisions still require your personal sign-off?
- 12 ☐ Could the operation run five days without you approving anything?
- 13 ☐ Have you written down the tasks only you currently know how to do?
- 14 ☐ Is your daily task list longer than what your team finished yesterday?
- 15 ☐ Have you handed off a task this month you'd previously refused to delegate?

Triage Rhythm

- 16 ☐ Does your team run a recurring triage sync under twenty minutes?
- 17 ☐ Is there a visible board showing who owns each open issue today?
- 18 ☐ Do new hires follow a written onboarding checklist on day one?
- 19 ☐ Do you have reusable templates for the emails you send most often?
- 20 ☐ Has any unowned issue sat untouched for more than a week?

Strategy And Hiring

- 21 ☐ Has your core operating strategy gone unchanged for more than two years?
- 22 ☐ Do you re-test your assumptions against current competitors every quarter?
- 23 ☐ Do you verify a sales claim with a real test before hiring closers?
- 24 ☐ Does your hiring process measure actual output, not interview claims?
- 25 ☐ Is managing every single decision still on your daily task list?

SCORING GUIDE

Score	Level	What it means
0 to 11	CRITICAL	Structural failures are actively destroying margin
12 to 19	MODERATE	Gaps in two or three areas that need immediate attention
20 to 25	STRONG	Systems are solid, focus on optimization

Book a free data audit at modonix.com/service. We identify your top 3 margin leaks in one session. Written by Ahmed Abuswa, Modonix.com