

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.

Decision And Approval

- 1 ☐ Can any team member name the single owner for their current task?
- 2 ☐ Does any decision require sign-off from more than one approver?
- 3 ☐ Can sales, marketing, and product approve their own routine decisions?
- 4 ☐ Is there a written escalation path for decisions that stall?
- 5 ☐ Have you removed an approval layer without adding a new one?

Manual Workflow Debt

- 6 ☐ Is every core workflow documented outside one founder's head?
- 7 ☐ Would the business run smoothly if the founder took time off?
- 8 ☐ Are onboarding steps for new hires written down, not verbal?
- 9 ☐ Has a manual process broken since your last volume increase?
- 10 ☐ Can a new hire follow a process without asking a senior staffer?

Communication Load

- 11 ☐ Do you know how many communication channels your headcount creates?
- 12 ☐ Has your channel structure changed since your last headcount jump?
- 13 ☐ Are cross-department updates centralized instead of ad hoc messages?
- 14 ☐ Does any employee sit in recurring meetings across every team?
- 15 ☐ Has meeting time per employee grown faster than headcount?

Billing And Margin

- 16 ☐ Do you know the value generated versus hours billed per project?
- 17 ☐ Does your fee structure penalize staff for working faster?
- 18 ☐ Do you track profit per contract against original quoted hours?
- 19 ☐ Is scope change on fixed-fee work formally reviewed, not ignored?
- 20 ☐ Have you calculated a break-even hour count per project type?

Onboarding And Staffing

- 21 ☐ Are onboarding milestones owned jointly by sales and success teams?
- 22 ☐ Do you measure churn against how onboarding was completed?
- 23 ☐ Was a vacated role's process workreassigned without redesign?
- 24 ☐ Do you audit which tasks absorb effort without adding value?
- 25 ☐ Was a new process ritual reviewed after its first real use?

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