

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.

Knowledge Exposure Risk

- 1 ☐ Could one employee's absence halt a core process tomorrow?
- 2 ☐ Has any process only ever lived in one person's head?
- 3 ☐ Would losing your top performer stall quoting or pricing decisions?
- 4 ☐ Did cross training start only after a resignation announcement?
- 5 ☐ Can a new hire run quoting without asking a specific person?

Documentation Coverage

- 6 ☐ Is your quoting process written down step by step?
- 7 ☐ Do you have a written SOP for every repeatable core function?
- 8 ☐ Has each SOP been reviewed in the last operating cycle?
- 9 ☐ Are exceptions and edge cases documented, not just the happy path?
- 10 ☐ Could someone find every SOP in one indexed location right now?

Remote Scale Gaps

- 11 ☐ Do remote hires get written steps instead of live shadowing only?
- 12 ☐ Have you swapped micromanagement for reference docs on remote teams?
- 13 ☐ Past 20 people, have you audited early gaps for ongoing cost?
- 14 ☐ Does team distance increase reliance on verbal, undocumented instruction?
- 15 ☐ Can a remote hire self-serve an answer without pinging a manager?

SOP Quality Detail

- 16 ☐ Does each SOP name specific tools, fields, and thresholds used?
- 17 ☐ Would your most detailed SOP have prevented your last costly error?
- 18 ☐ Are your SOPs built from current practice, not outdated templates?
- 19 ☐ Does each SOP state what to do when the standard step fails?
- 20 ☐ Would two employees following the same SOP reach the same result?

Ownership Enforcement

- 21 ☐ Does every SOP have a named owner accountable for updates?
- 22 ☐ Do you track how often staff quietly deviate from procedure?
- 23 ☐ Does added bureaucracy make bypassing your SOPs easier over time?
- 24 ☐ Is SOP compliance actually checked, or just assumed?
- 25 ☐ Was your last SOP written by the doer, not by IT staff?

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