

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.

Growth Readiness

- 1 ☐ Can fulfillment handle 2x order volume without adding headcount?
- 2 ☐ Have you mapped which process breaks first under 3x volume?
- 3 ☐ Did you ever delay scaling to fix a known process gap?
- 4 ☐ Are you scaling because metrics demand it, not because ops are ready?
- 5 ☐ Has an investor deadline ever forced a launch before systems were tested?

Founder Dependency

- 6 ☐ Can someone else close a sale using only your written script?
- 7 ☐ Is there a documented process for the task you do best?
- 8 ☐ Could the business run 30 days without your daily input?
- 9 ☐ Did you build a job for yourself instead of a sellable asset?
- 10 ☐ Do staff still ask you personally how to handle exceptions?

Systems Delegation

- 11 ☐ Does serving 10x more clients require 10x more staff today?
- 12 ☐ Do you have written authority levels for decisions below you?
- 13 ☐ Can output rise without a proportional rise in headcount?
- 14 ☐ Is there a documented SOP for your top 5 recurring tasks?
- 15 ☐ Has at least one leader been given ownership of an outcome, not just a task?

Onboarding Runway

- 16 ☐ Is new hire onboarding documented, or taught verbally each time?
- 17 ☐ Did service quality drop the last time headcount doubled fast?
- 18 ☐ Do you track churn rate against hiring speed monthly?
- 19 ☐ Have you personally run a discovery call in the last 30 days?
- 20 ☐ Is cash runway recalculated against current churn trends monthly?

Personal Sustainability

- 21 ☐ Did you hire a junior helper instead of an accountable owner last time?
- 22 ☐ Does your workload grow at the same rate as revenue right now?
- 23 ☐ Has a key team member quit citing burnout in the last year?
- 24 ☐ Are you still the final decision point for problems below your level?
- 25 ☐ Could you take a two week leave without operational disruption today?

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