

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.

Coordination Load

- 1 ☐ Can you list every recurring handoff without checking notes?
- 2 ☐ Do you know how many communication channels exist today?
- 3 ☐ Have you mapped what breaks first if headcount grows by three?
- 4 ☐ Does each recurring task have exactly one named owner?
- 5 ☐ Do most decisions get made without three-person sign-off?

Capacity vs Demand

- 6 ☐ Could current systems absorb a doubling of customer volume today?
- 7 ☐ Have you tested support load against a sudden rule or policy change?
- 8 ☐ Is there a written ceiling for how many accounts one system handles?
- 9 ☐ Is every contract renewal date tracked somewhere actively monitored?
- 10 ☐ Would you know within a week if a contract lapsed unrenewed?

Automation Readiness

- 11 ☐ Can you describe this workflow the same way every single time?
- 12 ☐ Would two staff members explain this process identically?
- 13 ☐ Was this workflow fixed before it was automated?
- 14 ☐ Does the automated version still match the original intended outcome?
- 15 ☐ Have you avoided automating a process that changes monthly?

Documentation Depth

- 16 ☐ Does every automation have a runbook someone else could follow?
- 17 ☐ Could a stand-in fix a broken automation without calling you first?
- 18 ☐ Is there a change log for every workflow you've automated?
- 19 ☐ Have you budgeted for the skill needed to maintain this system?
- 20 ☐ Do you know the real cost of building this versus buying it?

Owner Capacity

- 21 ☐ Do you work fewer than sixty hours in a typical week?
- 22 ☐ Is your schedule protected by a system, not just willpower?
- 23 ☐ Can you take a full day off without checking in?
- 24 ☐ Have you defined what growth requires before ruling out hiring?
- 25 ☐ Would you catch your own burnout before the business forces it?

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