

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.

Ownership And Risk

- 1 ☐ Can you name who owns this problem if the fix fails publicly?
- 2 ☐ Has this issue been flagged in writing more than once without a fix date?
- 3 ☐ Would fixing this require someone to admit a past decision was wrong?
- 4 ☐ Is the person best placed to fix this also the one most exposed if it fails?
- 5 ☐ Has anyone here been rewarded for shipping new work over fixing old work?

Delegation And Control

- 6 ☐ Can any department head approve a decision without your signoff first?
- 7 ☐ Do you personally touch every business unit instead of running one well?
- 8 ☐ Has a capable manager disengaged after being overridden on this issue?
- 9 ☐ Could the business run a full week without you answering this question?
- 10 ☐ Do you know the names of the people actually closing your sales?

Cash Discipline

- 11 ☐ Do you check business cash flow separately from personal accounts weekly?
- 12 ☐ Can you state your current cash runway in months without checking twice?
- 13 ☐ Has a bookkeeping gap caused a payment surprise in the past year?
- 14 ☐ Do you track burn rate trend before it shifts by a wide margin?
- 15 ☐ Would a new hire get approved without a delivery capacity check first?

Change Execution

- 16 ☐ Has a team member called a current plan unworkable before it launched?
- 17 ☐ Does a new process add labor for frontline staff without giving anything back?
- 18 ☐ Are open flagged issues ranked by business impact instead of raw count?
- 19 ☐ Has a known defect passed downstream before anyone acted on it?
- 20 ☐ Are you working the same failing approach harder instead of changing it?

Vendor Signals

- 21 ☐ Has an outside vendor named a problem your own staff wouldn't say aloud?
- 22 ☐ Are vendors told to work around issues instead of naming them directly?
- 23 ☐ Would staff pass a vendor's warning to leadership without softening it?
- 24 ☐ Can a customer find, trust, and contact your business without confusion?
- 25 ☐ Do you review vendor-flagged issues on a set schedule, not just on request?

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