

SME Operations Health Check

Instructions: Score each question from 1–5.

1 = Not at all true 3 = Partially true 5 = Fully true & consistent

1	Do all core processes have a clearly defined owner responsible for performance (not just execution)?	
2	Are your critical workflows documented and accessible (sales -> delivery -> invoicing)?	
3	Could the business operate smoothly for 2 weeks without you being involved in daily decisions?	
4	Are handovers between departments structured and consistent?	
5	Do you have clear visibility on job/project profitability before and after delivery?	
6	Are operational issues dealt with at the right level or do they escalate unnecessarily?	
7	Do you know your true operational capacity before taking on new work?	
8	Are your KPIs few, visible, understood by managers, and reviewed consistently?	
9	If a key team member left tomorrow, would delivery performance remain stable?	
10	Do you regularly review and improve workflows or only react when something breaks?	

Scoring Guide

- 40–50: Structured & Scalable — Your operations are controlled. Focus on optimisation and automation.
- 30–39: Growth Friction — Inefficiencies are likely costing margin and leadership time.
- 20–29: Hidden Operational Risk — Founder dependency and unclear structure are limiting scale.
- Below 20: Firefighting Mode — Growth is creating stress. Structural clarity is urgently needed.

Need a deeper review?

3–5 day operational assessments, delivering a clear prioritised action plan and a practical implementation roadmap.

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