

A woman with dark curly hair and glasses, wearing a yellow shirt, is sitting at a desk. She is looking down at a white document she is holding in her hands. On the desk in front of her is a black calculator and a laptop. The background is a blurred indoor setting with a brick wall and a window with curtains.

Self-Assessment Questionnaire:

**11 critical questions to
get started on your business
assessment and transformation**

((CENTRIC))



- 1.** For most companies, the “new norm” in the post-COVID world is to adopt a hybrid (part remote/part in-office) model for their employees. How has this impacted your people, processes and technologies?
- 2.** What are the biggest pain points for your business considering today’s post-COVID reality?
- 3.** How can your business become more resilient with uncertainty in the market and workplace?
- 4.** Have you done a SWOT (Strength, Weakness, Opportunity and Threats) analysis of different business units in the new norm?
- 5.** Do you have visibility into the health of your processes, activities and workforce (such as efficiency, SLAs, utilization and more)?
- 6.** Are there additional opportunities to automate your business process with robotic process automation or business process management to optimize remote work activities?
- 7.** How do you set up your company and teams to become more competitive or “wow” your customers in this evolving (remote) market?
- 8.** How would your employees describe working at your company?
- 9.** How would your customers describe doing business with your company?
- 10.** How can you prepare to perform company activities virtually, as needed?
- 11.** Do you have enterprise processes, applications and infrastructure to support working remotely?

Whether you’re looking to grow more resilient during turbulent times or you’re preparing for a full business transformation, let’s evaluate your opportunities together.

Let’s Talk