

THE RIGHT ASSESSMENT AT THE RIGHT TIME:

Build Your Strategy for Achieving Operational Excellence





As a business leader, you know assessments are vital to organizational success. When used properly, they don't simply document your current state. Instead, they provide risk identification and mitigation plans, performance optimization, resource allocation, and much more.

But do you know how different types of organizational assessments can work together to deliver the most value for your business and move it closer to achieving operational excellence?

In this self-assessment tool, we'll help you decide which of these three common assessment types is right for you:

1

Operational assessments examine how your entire organizational structure supports your business model.

2

Capability assessments determine if you have the skills and resources needed to achieve strategic goals.

3

Process assessments evaluate specific workflows to enhance efficiency and effectiveness.

While these assessments are all important, because weaknesses in one area will affect performance in another, your business may not be ready to tackle them all at once. After answering and scoring yourself on these simple, yes/no questions, you'll be better able to determine which assessments you need and how to create the right assessment strategy for your business.

OPERATIONAL ASSESSMENTS

- 1 All our departments work together harmoniously toward common organizational goals.

YES NO

- 2 We allocate our resources efficiently across the organization.

YES NO

- 3 Our operational structure effectively supports our current business model.

YES NO

- 4 The organization responds quickly to market changes and opportunities.

YES NO

- 5 Cross-functional projects typically finish on time and achieve their objectives.

YES NO

- 6 Employee satisfaction scores are high across all departments.

YES NO

- 7 We have clear operational KPIs that align with our strategic objectives.

YES NO

- 8 Our technology infrastructure adequately supports our operational needs.

YES NO

- 9 Decision-making processes are efficient and involve appropriate stakeholders.

YES NO

- 10 We have few redundancies or duplicated efforts across departments.

YES NO

SCORING

7–10 “No” Responses	4–6 “No” Responses	0–3 “No” Responses
You should strongly consider an operational assessment.	You may benefit from an operational assessment.	You’re probably good for now, but don’t forget to reassess regularly.

CAPABILITY ASSESSMENTS

- 1** Our workforce has all the skills needed to meet our current business objectives.

YES NO

- 2** We have identified the capabilities required for future growth and competitive advantage.

YES NO

- 3** Our technology resources are sufficient to support both current operations and innovation.

YES NO

- 4** We can quickly mobilize resources to capitalize on new opportunities.

YES NO

- 5** Our organization has successfully implemented major change initiatives in the past.

YES NO

- 6** Knowledge is effectively shared across the organization.

YES NO

- 7** We have the capabilities needed to develop new products or services efficiently.

YES NO

- 8** Our supply chain and partner relationships enhance our core capabilities.

YES NO

- 9** We have the right talent acquisition and development processes to build needed capabilities.

YES NO

- 10** Our current capabilities position us well against competitors.

YES NO

SCORING

7–10 “No” Responses	4–6 “No” Responses	0–3 “No” Responses
You should strongly consider a capability assessment.	You may benefit from a capability assessment.	You’re probably good for now, but don’t forget to reassess regularly.

PROCESS ASSESSMENTS

- 1** We have clearly documented workflows for all critical business processes.

YES NO

- 2** Our cycle times and throughput meet or exceed industry standards.

YES NO

- 3** We consistently deliver products or services on time and within specifications.

YES NO

- 4** Quality issues rarely force us to rework or redo tasks.

YES NO

- 5** Our employees clearly understand their roles within each process.

YES NO

- 6** We've eliminated most bottlenecks in our workflows.

YES NO

- 7** Customer complaints rarely focus on delivery times or product quality.

YES NO

- 8** We have standardized procedures that are consistently followed across the organization.

YES NO

- 9** Our processes adapt well when volume increases or decreases.

YES NO

- 10** We regularly analyze and improve our key business processes.

YES NO

SCORING

7–10 “No” Responses	4–6 “No” Responses	0–3 “No” Responses
You should strongly consider a process assessment.	You may benefit from a process assessment.	You're probably good for now, but don't forget to reassess regularly.



Now that you have a better idea of how your business challenges and priorities relate to specific assessments, we're ready to help you decide whether to develop a strategy for completing all three or focus on only one or two.

Either way, the result will be an assessment strategy that allows you to implement what you need and when you need it, while causing the least disruption to ongoing operations.

Then, we can build a roadmap for transformation that builds on your wins and moves you closer to operational excellence.

Let's Talk