



Start Here: Operational Self-Assessment

How it works:

1. Answer the 15 questions
 2. Score (using score table)
 3. Read your operational maturity stage result
 4. Call us for help - its free
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1. Process Clarity

Q1: Our organization has clearly documented end-to-end business processes.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q2: Key processes have defined owners responsible for performance.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q3: Our workflows are understood beyond individual employees (not dependent on tribal knowledge).

Strongly Disagree Disagree Partially True Mostly True Fully True

2. Standardization

Q4: Standard Operating Procedures (SOPs) exist for critical activities.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q5: Employees consistently follow documented procedures.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q6: Operational performance does not depend on specific individuals.

Strongly Disagree Disagree Partially True Mostly True Fully True

3. Performance & Continuous Improvement

Q7: Our organization uses structured problem-solving methods.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q8: Improvement initiatives are measured with clear KPIs.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q9: Operational improvements are sustained over time.

Strongly Disagree Disagree Partially True Mostly True Fully True

4. Customer Alignment

Q10: Customer feedback is systematically collected and analyzed.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q11: Customer insights influence how processes are designed or improved.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q12: Customer pain points are translated into operational improvements.

Strongly Disagree Disagree Partially True Mostly True Fully True

5. AI Readiness

Q13: Our processes are structured and standardized enough to support automation or AI.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q14: Operational data is accessible and linked to business processes.

Strongly Disagree Disagree Partially True Mostly True Fully True

Q15: Our organization has governance or strategy for AI adoption.

Strongly Disagree Disagree Partially True Mostly True Fully True

Scoring Answers

For each question there is one possible answer:

Strongly Disagree = 1 point

Disagree = 2 points

Partially True = 3 points

Mostly True = 4 points

Fully True = 5 points

Minimum possible points = 15

Maximum possible points = 75

Example:

Dimension score

Process Clarity Q1=4, Q2=3, Q3=2

Dimension Score 1 = $4+3+2 = 9$

Total score

Dimension score $1+2+3+4+5 =$ Total score

Your Results

Total Score Range: **15 - 34**

Your Operational Maturity Stage is **Foundational Stage**

Your results indicate that many operational processes in your organization are **not yet clearly structured or consistently executed**. This stage is common for organizations where processes have evolved organically and depend heavily on individual experience rather than documented workflows.

What this typically means

Organizations in the Foundational stage often experience:

- unclear or undocumented processes
- inconsistent execution across teams
- repeated operational errors or inefficiencies
- limited visibility into process performance

Before advanced improvement initiatives or AI adoption can succeed, it is essential to **establish basic process structure and clarity**.

Recommended next steps

Focus on defining and documenting how work is performed.

Recommended services:

- **Process Mapping**
<https://www.metrixltd.com/process-mapping>
- **SIPOC Analysis**
<https://www.metrixltd.com/sipoc>
- **Standard Operating Procedures (SOP)**
<https://www.metrixltd.com/standard-operating-procedures>

These services help organizations build a **clear operational foundation for sustainable improvement**.

Optional next step

If you would like expert guidance interpreting your results and defining priorities, consider scheduling a **Metrix Process Diagnostic™**. This facilitated assessment provides a structured evaluation of your processes and a practical roadmap for improvement.

Total Score Range: 35 - 49

Your Operational Maturity Stage is **Structuring**

You have a foundation but need optimization and standardization.

Your organization has begun to introduce process structure and documentation, but **standardization and systematic improvement are still developing**.

Many organizations at this stage have defined processes but struggle to maintain consistency across teams or sustain improvements over time.

What this typically means

Organizations in the Structuring stage may experience:

- partially documented processes
- inconsistent use of standard procedures
- improvement initiatives that deliver short-term results but are not sustained
- limited integration between operational metrics and improvement efforts

At this stage, the focus should shift toward **operational discipline and continuous improvement systems**.

Recommended next steps

Focus on strengthening process consistency and structured problem solving.

Recommended services:

- **Standard Operating Procedures (SOP)**
<https://www.metrixltd.com/standard-operating-procedures>
- **DMAIC Improvement Projects**
<https://www.metrixltd.com/dmaic-advisory-and-consulting>
- **Kaizen Facilitation**
<https://www.metrixltd.com/kaizen-event-facilitation-and-continuous-improvement-consulting-services>

These initiatives help organizations move from **basic structure to systematic operational excellence**.

Optional next step

A **Metrix Process Diagnostic™** can help identify which processes should be prioritized for improvement and how to structure your transformation roadmap.

Total Score Range: 50 - 64

Your Operational Maturity Stage is **Optimization**

Your organization demonstrates a **solid foundation of structured processes and improvement practices**.

Processes are generally defined and standardized, and improvement initiatives are already taking place.

The opportunity now is to **optimize performance and strengthen customer alignment**.

What this typically means

Organizations at the Optimization stage typically:

- maintain documented and standardized processes
- use structured improvement methodologies
- track operational performance metrics
- have begun to build a culture of continuous improvement

However, opportunities often remain in areas such as **cross-functional alignment, customer experience integration, and advanced process optimization**.

Recommended next steps

Focus on refining processes and strengthening the link between operations and customer value.

Recommended services:

- **DMAIC Process Optimization**
<https://www.metrixltd.com/dmaic-advisory-and-consulting>
- **Voice of the Customer (VoC)**
<https://www.metrixltd.com/voice-of-the-customer>
- **Kaizen Events**
<https://www.metrixltd.com/kaizen-event-facilitation-and-continuous-improvement-consulting-services>

These initiatives help organizations unlock **higher levels of efficiency, quality, and customer satisfaction**.

Optional next step

A **Metrix Process Diagnostic™** can help identify high-impact improvement opportunities and define a structured optimization strategy.

Total Score Range: 65 - 75

Your Operational Maturity Stage is **AI Acceleration**

Your organization demonstrates a **high level of operational maturity** with structured processes, standardized execution, and continuous improvement capability.

This strong operational foundation positions your organization to **benefit from advanced digital transformation and AI integration**.

What this typically means

Organizations in the AI Acceleration stage typically:

- maintain clearly defined and standardized processes
- use structured improvement methodologies
- monitor operational performance systematically
- integrate customer insights into operational decisions

Because AI relies on structured processes and reliable data, organizations at this stage are **well positioned to leverage automation and AI-driven optimization**.

Recommended next steps

Focus on preparing processes and data structures for digital transformation.

Recommended services:

- **AI Readiness Advisory**
<https://www.metrixltd.com/ai-ready>
- **Advanced Process Optimization**
<https://www.metrixltd.com/dmaic-advisory-and-consulting>

These initiatives help organizations translate operational maturity into **scalable digital and AI-driven capabilities**.

Optional next step

A **Metrix Process Diagnostic™** can help define a practical roadmap for integrating AI into your operational environment.

Want a Deeper Evaluation?

This self-assessment provides an initial indication of your operational maturity.

For a more comprehensive evaluation and a tailored improvement roadmap,
Metrix Ltd offers the **Metrix Process Diagnostic™**.

Book a Diagnostic Consultation

<https://www.metrixltd.com/contact>

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