

Operational Mini-Assessment

**The Operational Mini Assessment was created by Penny Raney-Crow of Operational Strategies*

Small businesses, as well as large corporations, can benefit from conducting routine assessments to get an objective view of daily operations. Companies that do not look at both daily operations and long term plans can be caught by surprise. It isn't enough to have a strategic plan--it must be a plan that is actionable at the operations level so the organization can be intentional and deliberate regarding its long-term sustainability.

Strategy	Yes	No
This organization has a written, intentional, and deliberate strategy with a documented action plan.		
This company has a communication plan to keep staff and clients (as appropriate) informed of the strategic plan.		
The company knows its standing among its competitors.		
The company is recognized as the subject matter expert in its field/industry.		
Executive leadership has scheduled regular discussions to measure and report progress on the strategic plan.		
An objective operational assessment has been completed within the last 2 years.		
The company has an organized marketing plan.		
People	Yes	No
The company has clear, written expectations of its employees.		
Employees know what the company expects of them.		
This company is loyal to its employees.		
The employees are loyal to this company.		
A client survey is conducted at least annually.		
Employee performance reviews are conducted annually or more frequently.		
Processes	Yes	No
Operational procedures are clearly documented.		
The organization has an audit trail for inventory control.		
This company has a formal training program for specific jobs, as well as for professional development.		
This organization follows best practices for its industry using established metrics.		
Regulatory	Yes	No
Mock regulatory audits are conducted to ensure company-wide compliance. (Sarbanes-Oxley, OSHA, JCAHO, CMS, RAC, Starks Law, as appropriate)		
The company's benefit package is compliant with new laws and regulations (i.e., ARRA & HITECH)		
Financial Management	Yes	No
This business' financial checks and balances are documented.		
Observation reveals that financial management policies are being followed.		
There is a documented budget that is reconciled monthly.		
There is a business plan that is reviewed quarterly.		
The business plan includes an exit strategy for divorce, death, disagreement, and done.		
Accounts Receivables are within industry standards.		
Technology	Yes	No
This organization never implements new technology prior to conducting an objective needs analysis.		
This company has a documented technology plan.		
Data security has been verified and certified.		
Safety Management	Yes	No
There is a documented safety plan for natural disasters and fire.		
There are unannounced safety drills to practice emergency procedures		

And now for the moment of truth....

Total the "Yes" column _____

Total the "No" column _____

If your organization scored:



26 - 30 pts. – Congratulations! This organization is performing in an intentional and deliberate manner, resulting in optimal health.



20 - 25 pts. – This company is in good health but could make changes to improve its condition.



13 - 19 pts. – This organization is missing some essential items and is considered high risk for poor performance. Corrective action should be applied to improve the health and performance of your organization.



7 – 12 pts. – Warning! Your organization is facing an emergency situation and needs immediate attention to avoid serious consequences.



0 – 6 pts. – This company is in critical condition and needs lots of intentional and deliberate attention to survive.