

Operational Readiness Check

Twelve conditions across people, process and systems. Check what is true today. Use the next page to choose a practical next step.

Organization / team: _____ Date: _____

01 Understand the People

- ☐ You can name the process that causes the most frustration, rework or delay.
- ☐ You know who actually does that work day to day, and they'd be willing to walk someone through it.

02 Understand the Human System

- ☐ Your most important processes are written down somewhere, even informally.
- ☐ A new employee could learn your core processes without the owner in the room.
- ☐ You know where decisions and approvals actually happen: who signs off, and how.

03 Connect the Moving Parts

- ☐ You know which systems, spreadsheets and inboxes the process touches.
- ☐ You could pull a month of real examples (emails, reports, orders) to look at together.

04 Design the Optimal Arrangement

- ☐ The owner or a leader is personally committed to fixing this, not just aware of it.
- ☐ Someone on the team could own the improved process, with two to three hours a week to do it.
- ☐ The team is open to changing how certain tasks are done.

05 Align Technology with Purpose

- ☐ You can identify at least one process where mistakes are recoverable: a safe place to start.
- ☐ You have, or could set aside, a budget for an improvement engagement in the next six months.

Your total: _____ / 12

Check the four essentials before interpreting your score.

Choose your next step

Four essentials come before implementation

- ☐ A leader committed to the improvement
- ☐ A process owner with time to carry it forward
- ☐ A team willing to change how the work is done
- ☐ A starting process where mistakes are recoverable

If any essential is missing, work on establishing it before committing to implementation, whatever your total. A conversation can help you plan that step.

9-12 checks

Explore The Improvement Sprint. With the four essential conditions in place, a Sprint may fit. Confirm the process, scope and budget in a conversation before committing. If you need a clearer picture of the work first, start with The Diagnostic.

5-8 checks

Explore The Diagnostic. Use discovery to clarify the workflow, documentation and information flow before choosing what to change. Confirm leadership commitment, process ownership, team willingness and a safe starting process first.

Under 5 checks

Start with one manageable step. Choose one process, gather a few real examples, and identify who could help improve it. Missing documentation is a reason to seek help, not a reason to wait months. A conversation can help you decide whether to prepare internally or start with a scoped Diagnostic.

Use the score as a conversation starter

This check starts a conversation. It does not diagnose your organization or determine which service you must buy.

Our next step: _____

Who will own it: _____ Revisit on: _____

Need help deciding? Book a free 30-minute conversation through riverfrontai.com, or email jc@riverfrontai.com.