
10-MINUTE SELF-ASSESSMENT

Operational Control Diagnostic Scorecard

Thirteen questions that turn “our reporting could be better” into a ranked list of the control gaps costing you money.

HOW TO USE THIS

Score each dimension 0 to 3. Total it. Read your gap.

A ten-minute self-assessment for owners, operations and finance leaders. Score each of the thirteen control dimensions from 0 to 3 and add them up. Your total, out of 39, points straight at where disciplined control would recover the most margin, capacity and cash.

0 Not present	1 Ad hoc	2 Partial or inconsistent	3 Present and disciplined
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#	Control dimension	What “3” looks like	What “0–1” looks like	Score
01	Daily truth	One daily view used to run the day	Monthly reporting only	
02	KPI definitions	One agreed definition set	Debates about what metrics mean	
03	Bottleneck clarity	Constraint known, measured, managed	“We think it’s X”	
04	Downtime truth	Logged, categorised, Pareto-ranked	Downtime is anecdotal	
05	Quality loss truth	Scrap and rework tracked and costed	Quality discussed, not quantified	
06	Unit economics	True cost and margin per SKU or service	Costs are estimates	
07	Customer economics	Cost-to-serve and margin by customer	Revenue is not profit clarity	
08	Delivery reliability	OTIF tracked with root causes	Only complaints signal failure	
09	Forecast discipline	Rolling, driver-based forecast	Static budget, out of date	
10	Management cadence	Weekly pack, actions owned	Meetings without closure	
11	Data refresh	Repeatable refresh pipeline	Manual copy-paste, error-prone	
12	Governance	Versioning, change log and testing	“Not sure which file is latest”	
13	ROI tracking	Initiatives tracked to dollars	Improvements not monetised	
TOTAL CONTROL SCORE				out of 39

READING YOUR RESULT

What your total tells you

≤ 19

RED

HIGH RETURN POTENTIAL

Control is largely missing. A 14-day Control Room install aimed at your lowest-scoring, highest-dollar areas typically pays back inside the first month or two.

20–29

AMBER

PARTIAL CONTROL

The foundations exist but gaps leak value. Targeted models on your two or three weakest dimensions close the loop fastest.

30+

GREEN

STRONG CONTROL

You run a disciplined operation. The value shifts to governance, reporting credibility and defensibility rather than basic visibility.

ILLUSTRATIVE VALUE AT STAKE

To size the gap, take your annual revenue and apply a conservative operational-leakage range. In SMEs, 1–3% of revenue is a common band for recoverable losses hiding in downtime, scrap, pricing and working capital.

Input or measure	Your figure (AU\$)
Annual revenue	
Conservative leakage at risk (1% of revenue)	
Range to explore on the call (1–3% of revenue)	

Illustrative only. Figures rest on stated assumptions; they are not a forecast or a guarantee. Actual value depends on your data and the actions you take.

Your lowest scores point to your first model. Low downtime and bottleneck scores: start with the OEE Calculator and Downtime Breakdown Register. Low unit or customer economics: the Cost-to-Produce Model or the GM Control Room Dashboard. Send us your scores for a 30-minute diagnostic on your own numbers.

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