

Is your business ready to *scale*?

Twelve questions that tell you whether your operations can handle the next stage of growth, or whether they're about to become the thing that holds you back.

Most growing companies don't have an operations problem. They have a "**we never stopped to build real operations**" problem. What worked fine at 8 people falls apart at 22. Check the boxes that are true today. The ones you can't check are where your growth is stuck.

— THE CHECK

How work flows

- ☐ You could map how a project moves start to finish without guessing.
If it only lives in someone's head, it isn't a process.
- ☐ Work doesn't stall waiting on one person to weigh in.
Bottlenecks usually have a name.
- ☐ Core processes are written down well enough for a new hire to follow.
SOPs nobody reads don't count.

People and accountability

- ☐ Everyone knows what they own, with no overlap or gaps between roles.
"I thought you had it" is a structure problem.
- ☐ What gets decided in a meeting actually happens afterward.
The gap between agreement and action is where teams leak.
- ☐ You hire ahead of the need, not scrambling once you're underwater.
Reactive hiring costs more and fits worse.
- ☐ A new hire gets productive fast because onboarding is a real process, not osmosis.
If week one is "shadow Dave", you don't have onboarding.

The founder's time

- ☐ The founder spends most of the week on the business, not buried in it.
If you're the ops team, you don't have one yet.
- ☐ The company could run a week without the founder and not fall apart.
A good test of how much rides on one person.

Numbers and systems

- ☐ You track a few numbers weekly that tell you if things are on track.
Not a 40-tab dashboard. The few that matter.
- ☐ Your tools talk to each other instead of living in scattered spreadsheets.
Manual re-entry is a tax you pay daily.
- ☐ You know which clients or projects actually make money, not just revenue.
Busy and profitable are not the same.

— READING YOUR SCORE

10 to 12 checked. Your operations are in good shape. Focus on protecting what works as you grow.

6 to 9 checked. The foundation is there but the cracks are starting to show. The moment to fix things before growth makes them worse.

5 or fewer. Operations are likely what's holding growth back right now. The good news is this is fixable, usually faster than you'd think.