

— FREE RESOURCE

The Process Improvement Readiness Checklist.

Ten signs your workflows need structured attention and what to do about it. A practical self-assessment for operations managers, team leads, and business owners.

10

READINESS SIGNALS

3

SCORING BANDS

5 min

TO COMPLETE

Score each statement honestly. Tick the box if it applies to your organisation today. Count your total at the end.

- 01 ☐ **Staff use workarounds daily**
People have invented their own shortcuts because the documented process does not match how work actually gets done.
- 02 ☐ **The same mistakes keep recurring**
Errors, rework, or missed steps happen repeatedly. The root cause is never formally identified or addressed.
- 03 ☐ **No one can explain the full process end to end**
Knowledge is fragmented across individuals. If one person leaves, critical steps are lost.
- 04 ☐ **SOPs are outdated or do not exist**
Standard operating procedures were written years ago, never updated, or simply never created.
- 05 ☐ **Manual data entry happens more than once**
The same information is entered into multiple systems by hand. No integration, no automation.
- 06 ☐ **Handoffs between teams cause delays**
Work stalls when it moves between people or departments. Ownership is unclear at transition points.
- 07 ☐ **Improvement ideas exist but go nowhere**
Staff know what needs fixing but there is no structured way to capture, prioritise, or act on their suggestions.
- 08 ☐ **You cannot measure how long the process takes**
There is no visibility into cycle time, throughput, or where time is lost. Decisions are based on gut feel.
- 09 ☐ **Approvals are a bottleneck**
Work queues behind one or two people. Approval steps are unclear or unnecessarily complex.
- 10 ☐ **You have considered hiring before fixing the process**
The instinct is to add more people rather than redesign the workflow. The inefficiency scales with headcount.

How did you score?

0–3

Solid foundations

Your processes are in reasonable shape. Focus on documentation and continuous improvement.

4–6

Attention needed

There are real gaps. A structured review of your most painful process would pay for itself quickly.

7–10

Urgent action required

You are losing time, money, and staff goodwill. Process improvement should be a priority this quarter.

What to do next

- 1 Pick the process that causes the most frustration**
Start with one named workflow: client intake, invoice approval, staff onboarding, procurement sign-off.
- 2 Run a structured improvement engagement**
Capture what is really happening, identify where time and quality are lost, and build evidence for what to fix.
- 3 Get a professional improvement pack**
Process map, pain points, SOP gaps, automation opportunities, and an implementation roadmap. Board-ready.

Start with one process.

See the difference in **days, not months.**

Leanable runs the full eight-phase methodology on your most painful process. AI-facilitated interviews. Embedded frameworks. Seven professional deliverables. Your first engagement is free.

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