

BUSINESS OWNER: WORKFLOW READINESS ASSESSMENT

Firm owners and leaders, complete this assessment to determine if your firm is ready to institute workflows for all repeatable processes. You ideally need the entire team's buy-in and alignment in order for workflows to be successful. If your results say you are not ready yet, you should now know what to look for before beginning this process. Request your staff complete the Staff: Workflow Readiness Assessment.

	No	Maybe	Yes	Score
We can commit to a 5-month implementation	0	8	17	
We have buy-in and alignment from the firm on what your processes are/should be in support of your service model?	0	8	17	
We are open to coaching and willing, motivated, and resourced to take action	0	8	17	
We have more than 2 employees (including yourself), over 90 clients, or want to grow significantly over the next few years	0	5	10	
We have a standard operating procedure, checklists, post-it notes, or anything else documenting our processes	0	5	10	
Our client service model is well supported by our operations	0	5	10	
Are you committed to adopting workflows yourself to model desired behavior and adoption within the firm?	0	2	3	
Tasks are consistently captured and completed. Things do not fall through the cracks.	0	2	3	
We are committed and have the resources to review workflows on a regular cadence (at least annually) to ensure effectiveness and accuracy	0	2	3	
We utilize a CRM or tech vendor that can mechanize workflows?	0	2	3	

Total Score:

TOTAL SCORE	READINESS
0-30	Not ready, work on SOPs
30-65	Somewhat ready
65-100	Ready

STAFF: WORKFLOW READINESS ASSESMENT

Take the assessment to determine if your firm is ready and aligned to institute workflows for all repeatable processes. If your results say you are not ready yet, focus on the areas where you answered "no" to improve readiness. Complete one assessment per employee.

	No	Maybe	Yes	Score
We can commit to a 5-month implementation	0	9	17	
We have buy-in and alignment from the firm on what your processes are/should be in support of your service model?	0	9	17	
We are open to coaching and willing, motivated, and resourced to take action	0	9	17	
We have more than 2 employees (including yourself), over 90 clients, or want to grow significantly over the next few years	0	5	10	
We have a standard operating procedure, checklists, post-it notes, or anything else documenting our processes	0	5	10	
Our client service model is well supported by our operations	0	3	7	
Are you committed to adopting workflows yourself to model desired behavior and adoption within the firm?	0	3	7	
Tasks are consistently captured and completed. Things do not fall through the cracks.	0	2	3	
We are committed and have the resources to review workflows on a regular cadence (at least annually) to ensure effectiveness and accuracy	0	2	3	
Do you feel overloaded with tasks and overweighed with responsibilities in your firm?	0	2	3	
Do you feel that you are in the right role with the right responsibilities based on your strengths and experience?	0	2	3	

Total Score:

TOTAL SCORE	READINESS
0-30	Not ready, work on SOPs
30-65	Somewhat ready
65-100	Ready

