OPERATIONS SELF-CHECK · MMM TRAINING

What Only You Know How To Do

90 SECONDS

Tick what is already true. Then look at what you left blank.

Every blank box below is a process that only works when you are watching it.

TICK ONLY WHAT IS TRUE TODAY — NOT WHAT YOU INTEND TO FIX

- ☐ **I could hand my onboarding to someone else today and walk away.**
  If not: every new hire gets a different version of the job, and you are the bottleneck for all of them.
- ☐ **If my best person quit tomorrow, what they know is written down.**
  If not: you are one resignation away from a quarter you will remember for the wrong reasons.
- ☐ **Every manager answers the same common question the same way.**
  If not: your customers are getting three different companies depending on who picks up.
- ☐ **Overtime gets approved before it's worked, not found after payroll.**
  If not: overtime isn't being managed. It's being reported to you after you've already paid for it.
- ☐ **A new employee could find our written processes without asking.**
  If not: the answer lives in someone's head, and that person is interrupted all day long.
- ☐ **I know how many hours a week I spend on admin, not on the business.**
  If not: it is almost certainly more than you think, and none of it is growing anything.

Now count the boxes you left empty.

That number isn't a character flaw. It's a documentation gap — and it is the cheapest thing on this page to fix.

____ / 6

0–1 blank
You're in good shape
Tighten the one gap before it becomes the one that costs you.

2–3 blanks
This is most businesses
Real money is sitting here. The fix is usually writing things down, not hiring.

4–6 blanks
Your business runs on you
Nothing is broken yet. That is exactly why now is the cheap moment to fix it.

WHAT THIS USUALLY COSTS

Ten hours a week of admin is $39,000 a year.

10 hours × 52 weeks × $75 of your time — and it is the smallest number here. It doesn't count the turnover, the rework, or the customer who quietly left.

Operational Clarity Audit
From $750
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Mariah Taylor · MMM Training · LetsConnect@mmmtraining.org · 440-431-8403 · mmmtraining.org

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