BACK-OFFICE SELF-CHECK · MMM TRAINING

The Hours Nobody Bills

90 SECONDS

Administrative time is invisible until you count it. Tick what's already efficient.

Nobody tracks the hours spent on work that produces no revenue at all.

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

- [ ] **I know how many hours a week go to admin across the team.**
  If not: it's the largest untracked expense in most businesses this size.
- [ ] **The same information isn't entered twice in two places.**
  If not: you're paying for duplicate work and inheriting every typo that comes with it.
- [ ] **Routine reports are produced without someone rebuilding them.**
  If not: the same spreadsheet gets recreated monthly by someone whose time is worth more.
- [ ] **Approvals move without chasing people for signatures.**
  If not: work sits still while someone follows up, and nobody counts that waiting.
- [ ] **Managers spend most of their time managing, not on paperwork.**
  If not: you're paying supervisor rates for data entry and losing the supervision too.
- [ ] **We stopped at least one recurring admin task in the last year.**
  If not: admin only accumulates. It never leaves on its own.

Now count the boxes you left empty.

Admin work is rarely one big cost. It's a hundred small ones that never appear as a line item anywhere.

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0–1 blank
You have visibility
You can see your labor. Most owners at your size cannot.

2–3 blanks
You're paying for guesses
Some of this is recoverable within a quarter, without cutting a single person.

4–6 blanks
Your largest cost is unmanaged
Labor is usually the biggest controllable number in the business. This one is running itself.

WHAT THIS USUALLY COSTS

Five admin hours a week is a quarter of a role.

Across a team it's often more than a full salary, spent on work that generates nothing. The People Operations Review quantifies it and shows what's recoverable.

People Operations Review
From $1,500
Book at mmmtraining.org

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