SYSTEMS FIT SELF-CHECK · MMM TRAINING

Is It The Software, Or The Process?

90 SECONDS

Six questions to ask before you spend anything. Tick what's already true.

A new system inherits every undocumented process you already have.

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

- ☐ **The process we want to replace is written down somewhere.**
  If not: you're about to automate something nobody has agreed the shape of.
- ☐ **We use most of what we already pay for.**
  If not: you may already own the capability you're about to buy again.
- ☐ **Our team could describe the current process the same way.**
  If not: there isn't one process. There are several, and software will pick one arbitrarily.
- ☐ **The problem happens even when everyone does their job well.**
  If not: this is a training or documentation gap, and software won't touch it.
- ☐ **I know what specifically we can't do today that we need to.**
  If not: you're shopping for improvement in general, which every vendor will happily sell.
- ☐ **Someone has confirmed our systems can actually connect.**
  If not: integration is where budgets and timelines go to die, quietly and expensively.

Now count the boxes you left empty.

Half of all system purchases at businesses this size are process problems wearing a software costume.

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0–1 blank
Ready to evaluate
You know what you need. Now make vendors prove they can do it.

2–3 blanks
Not ready to buy yet
You'd be shopping before you've defined the requirement. That's how the wrong system gets bought.

4–6 blanks
Software isn't the answer yet
Most of what's broken here is process. A new system inherits every one of these gaps.

WHAT THIS USUALLY COSTS

Software can't fix an undefined process.

It just makes the confusion faster and adds a subscription. Systems Selection Advisory solves what can be fixed for free first, then defines what actually needs buying.

Systems Selection Advisory
From $500
Book at mmmtraining.org

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