SOP GAP SCORECARD · MMM TRAINING

Six Things That Should Be Written Down

90 SECONDS

The processes every business your size is assumed to have documented. Tick what exists.

If it isn't written down, it isn't a process. It's a habit with good attendance.

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

- ☐ **How a new customer or job moves from enquiry to delivered.**
  If not: your core value-creating process depends on people remembering the same thing.
- ☐ **How a new employee gets from offer to independent work.**
  If not: onboarding takes as long as whoever is running it decides it takes.
- ☐ **How a problem or complaint gets escalated and resolved.**
  If not: resolution depends on who receives it and what mood the day is in.
- ☐ **How hours get from worked to approved to paid.**
  If not: your payroll is built on a chain nobody has ever written down or checked.
- ☐ **How we hand work between people or departments.**
  If not: handoffs are where work stalls, and nobody owns the space between two roles.
- ☐ **How we close out, invoice, and follow up.**
  If not: revenue depends on someone remembering the last step of every job.

Now count the boxes you left empty.

You don't need all six documented tomorrow. You need one — and it should be whichever one your team asks you about most.

____ / 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.

WHERE TO START

Start with the one people ask you about most.

That's the process with no written standard, and it's costing you interruptions daily. The SOP Buildout documents it in your language, including the workarounds.

SOP + Training Buildout
From $2,500
Book at mmmtraining.org

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