

MANAGEMENT SELF-AUDIT

The Management Self-Audit provided extraordinary results. After an hour's training, our team spotted gaps and strengths and agreed quickly on what to prioritize. The Index gave me and the board confidence nothing was overlooked. The conversation helped everyone see how everyone contributes. – Ruth Schmidt, Executive Director, WECA

Keeping Processes Up to Date

The Management Self-Audit ensures key processes are as efficient as possible and managers have the right priorities. It's also easy to look at only today's problems and overlook what's working well. The Self-Audit helps prepare for planning, manager development, assessing a vendor or franchisee or dealer training.

MANAGEMENT SELF-AUDIT		Rating key	
For:	Acme Widget Company	X	Not critical this year
By:	Self	E	Excellent
When:	17-Apr-20	A	Adequate
		N	Needs attention
		H/M/L High, Medium, Low priority	
0 DISCIPLINE			
0.0 Practice area			
0.0.0 Practice			
		Last rating	Current rating
			Priority
			Comment/Question/Project 1
1	STRUCTURE		
1.1	Ethics and the law		
1.1.1	Business ethics	A	A
1.1.2	Intellectual property	A	N
1.1.3	Dispute resolution	X	X
1.1.4	Antitrust	X	X
1.1.5	Compliance	A	E
1.1.6	Contracts	A	A
1.2	Market position		
1.2.1	Purpose	N	E
1.2.2	Product and service mix	A	A
1.2.3	Differentiators	N	A
1.2.4	Brand	N	A

Benefits

The Center's tools minimize omissions, improve communications and foster collaboration. The **Management Self-Audit**:

- Creates an opportunity for managers to shine in their area of expertise
- Provides owners and board members confidence nothing is being overlooked
- Identifies outdated processes so everyone can enjoy focusing on the big things

Difficulty Easy
Estimated time required 3 to 4 2-hour meetings

Instructions

Have the Self-Audit and The GMs Index open on a large screen. Participants should prepare by scanning the list and thinking about practices of concern.

1. Department heads have meetings together to review each Level 2 issue.
2. Assign a scribe. Put an "X" for irrelevant practices. Don't overthink the ratings.
3. Accept the conversation will jump from department to department.
4. Record things to change or stop for the high priority items.
5. Run the Self-Audit every year and celebrate progress.

Members can contact the Center for assistance: info@theindex.net

Make It Better

Users should share ideas for improving any of the Center's tools and how they're taught and formatted. It's also great to suggest new applications or brand-new tools.

MANAGEMENT SELF-AUDIT

For: Acme Widget Company
 By: SLT
 When: 28-Oct-21

Rating key
 X Not critical this year
 E Excellent
 A Adequate
 N Needs attention
 HML High, Medium, Low priority

This checklist will prioritize the practices that need attention. See The Index for definitions.

0 DISCIPLINE

0.0 Practice area

0.0.0 Practice

Last rating
 Current rating
 Priority

				Comment/Project 1	Comment/Project 2	Comment/Project 3
1	STRUCTURE					
1.1	Ethics and the law	A	N	H	Apply for patent on Widget Z	
1.2	Market position	A	A	M	Need to study market for coming gaps	Create specific market study for Widget Z
1.3	Ownership structure	X	A	L	Reconsider after market and ops studies	
1.5	Governance	X	N	M	Fill 2 of 3 vacant slots	Rework orientation program
1.5	Planning	N	E	M	Goal Tree gives us focus	Need to create annual update cycle
1.6	Facilities	X	N	H	Plan will take us past 80% capacity in 6 mos!	Revisit KPIs in 3rd quarter
2	MARKETING & SALES					
2.1	Market research	N	A	H	Use Competitor's Grid from The Center	Refer to differentiators, above
2.2	Channels of distribution	N	A	M	Strengthen new dealer relationships	Next year, create dealer rewards program
2.3	Pricing	A	N	M	Run 80/20 analysis to spot discount targets	Simplify discounts
2.4	Marketing communications	A	N	M	Create annual calendar	Run ROI analysis
2.5	Sales management	A	A	M	See Pricing grid	Rework standard contract
2.6	Customer service	A	N	H	See results of customer interviews	Run 3 in-house workshops
					Training customer service reps in follow-up Q&A	
3	OPERATIONS					
3.1	Quality	E	A	M	Study product life cycle	Commit to remarketing our old products?
3.2	Work process	N	N	M	Study value of specialized facilities	Conduct Make/Buy analysis on Line 8
3.3	Production technology	A	N	M	Improved assembly velocity 20%	Focus on Line 8
3.4	Supply chain	X	N	L	Begin research of Canadian suppliers	Focus on Line 4
3.5	Logistics	A	N	M	Need 5-year replacement plan	Run analysis of outsourcing
3.6	Inventory	A	N	M	See 80/20 analysis. Reduce SKUs 20%	Managing customer fill expectations
4	INFORMATION					
4.1	Applications	A	N	H	Prepare for ERP upgrade in 24-30 months	
4.2	Internet	A	N	L	Update for next year	
4.3	Data and reporting	E	E	L	No significant changes needed	Re-examine mid-year
4.4	Research and analysis	A	N	M	Need training in Tableaux	
4.5	Communication System	A	A	L		
4.6	Information Technology	A	A	L	Servers being replaced by cloud use	Should add 5T onsite drive
5	HUMAN RESOURCES					
5.1	Management	A	N	L	Continue participation in Center Workgroups	
5.2	Organizational Design	A	N	M	New maps to affect job descripts	Create annual review
5.3	Employee Relations	A	N	M	Policies need update	Need legal review
5.4	Training and Development	A	N	M	Increase budget 10%	Allow 1 learning day a month
5.5	Compensation	A	N	M	Need to simplify bonus programs	Create employee committee
5.6	Recruitment and Retention	X	X		Formalize planning next year	Need to make more positive
6	FINANCE					
6.1	Financial accounting	A	A	L	New software working well	
6.2	Managerial accounting	N	A	M	Incorporate into orientation for staff and board	
6.3	Budgeting and forecasting	A	A	L	No major projects foreseen	Revisit after 5-year replacement plan complete
6.4	Financing	A	E	L	Completed owner buy-out	
6.5	Cash management	A	N	M	Update PO system	Update PO terms
6.6	Risk management	N	N	H	Run 360 Risk Review	Reset Table of Approvals
					Run full Risk Assessment	