

Business Operations Audit Checklist

A 50-Point Framework to Identify Revenue Leaks & Operational Gaps

Introduction

Most businesses don't have a "strategy problem" — they have an **execution problem**. This checklist is the exact framework I use when auditing operations for healthcare systems, small businesses, and non-profits. It's designed to be completed in 60 minutes and reveals the specific bottlenecks costing you time, money, and sanity.

How to use: Score each item 1-5 (1 = "Not at all," 5 = "Fully optimized"). Any section averaging below 3.5 is a priority for improvement.

Section 1: Strategy & Governance (10 Points)

#	Question	Score (1-5)	Notes
1	Do you have a written 12-month strategic plan with measurable objectives?		
2	Are quarterly OKRs/KPIs defined and reviewed monthly?		
3	Is there a single owner accountable for each major business function?		
4	Do you have a documented decision-making framework (RACI/DACI)?		
5	Is there a recurring executive review cadence (monthly/quarterly)?		
6	Are strategic initiatives prioritized using a consistent framework (ICE/RICE)?		
7	Do you track leading indicators, not just lagging financial metrics?		
8	Is there a clear process for killing underperforming projects?		
9	Do you have a documented risk register reviewed quarterly?		
10	Can every employee articulate how their work connects to company goals?		

Section Score: _____ / 50

Section 2: Process & Workflow Efficiency (10 Points)

#	Question	Score (1-5)	Notes
11	Are your top 10 core processes documented with current SOPs?		
12	Is there a defined process for creating/updating SOPs?		
13	Have you mapped handoffs between departments/functions?		
14	Are approval chains documented with SLAs for each step?		
15	Do you regularly audit processes for redundant/obsolete steps?		
16	Is work visualized (Kanban/boards) for all recurring workflows?		
17	Do you measure cycle time for key deliverables?		
18	Is there a "stop doing" list reviewed quarterly?		
19	Are templates/checklists used for repetitive tasks?		
20	Do you have a continuous improvement suggestion system?		

Section Score: _____ / 50

Section 3: Data & Reporting (10 Points)

#	Question	Score (1-5)	Notes
21	Is there a single source of truth for key business metrics?		
22	Can you pull a P&L, cash flow, and pipeline report in < 15 minutes?		
23	Are dashboards accessible to the right people (not just leadership)?		
24	Do you track cohort retention/churn by acquisition channel?		
25	Is data entry automated where possible (no manual CSV uploads)?		
26	Do you have data quality checks/alerts for critical fields?		
27	Can you segment customers by LTV, behavior, and referral source?		
28	Is there a documented data dictionary for key systems?		

#	Question	Score (1-5)	Notes
29	Do you run quarterly "data trust" audits with stakeholders?		
30	Are forecasts updated monthly with variance analysis?		

Section Score: _____ / 50

Section 4: Technology & Systems (10 Points)

#	Question	Score (1-5)	Notes
31	Is your tech stack documented with owners, costs, and renewal dates?		
32	Do systems integrate natively (no manual data transfer)?		
33	Is there a defined process for evaluating new software purchases?		
34	Are user permissions reviewed quarterly (least privilege)?		
35	Do you have a disaster recovery plan tested in the last 6 months?		
36	Is SSO/MFA enforced across all critical systems?		
37	Are software licenses optimized (no shelf-ware)?		
38	Do you have a sandbox/staging environment for testing changes?		
39	Is there a change management process for system updates?		
40	Can a new hire be fully provisioned in < 1 day?		

Section Score: _____ / 50

Section 5: People & Operations (10 Points)

#	Question	Score (1-5)	Notes
41	Are roles defined with clear outcomes (not just task lists)?		
42	Do you have capacity planning (not just headcount planning)?		
43	Is there a structured onboarding program (30/60/90 day)?		

#	Question	Score (1-5)	Notes
44	Are performance reviews tied to documented expectations?		
45	Do you track employee NPS or engagement quarterly?		
46	Is there a documented career progression framework?		
47	Do you have a knowledge management system (wiki/Notion)?		
48	Are meeting norms documented and enforced?		
49	Is there a clear escalation path for blockers?		
50	Do you conduct "stay interviews" with key talent?		

Section Score: _____ / 50

Scoring & Next Steps

Total Score	Diagnosis	Recommended Action
200-250	Operational Excellence	You're running a tight ship. Focus on optimization & scale.
150-199	Solid Foundation	Target 1-2 lowest sections for quick wins this quarter.
100-149	Revenue Leaks Present	Immediate audit needed. Prioritize Sections 2 & 3.
Below 100	Crisis Mode	Operations are a liability. Engage external help now.

Your Section Scores:

- Strategy & Governance: _____ / 50
- Process & Workflow: _____ / 50
- Data & Reporting: _____ / 50
- Technology & Systems: _____ / 50
- People & Operations: _____ / 50

TOTAL: _____ / 250

The 3 Quick Wins You Can Implement This Week

1. The "Stop Doing" List (30 minutes)

Gather your leadership team. List every recurring meeting, report, and process. Vote: Keep, Modify, or Kill. Execute the "Kill" items immediately.

2. Single Source of Truth Dashboard (2 hours)

Pick 5–7 metrics that actually drive decisions. Build one dashboard in Google Sheets, Notion, or your BI tool. Share with the team. Update weekly.

3. SOP Sprint (4 hours)

Pick your #1 bottleneck process. Document the current state → Identify waste → Redesign → Test → Document new SOP. Repeat monthly.

About the Author

Maksym Pylypchuk — Operations Strategist & Consultant MBA, Augustana University | BA Computer Information Systems & Business Administration 5+ years at Avera Health — multi-state operational analysis across 4 states and 100+ counties Specializing in: Zoho, Business Systems, Data Visualization, Workforce Optimization

Ready to Fix What's Broken?

This checklist reveals the problems. **I help you solve them.**

Whether it's implementing Zoho, building dashboards, optimizing workforce scheduling, or designing processes that actually stick — I'm your single point of contact for the technical and operational challenges holding your business back.

Schedule a Free 30-Minute Consultation →

No pitch. No pressure. Just a conversation about your biggest operational headache and whether I can help.

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