

PROCESS DIAGNOSTIC

Congratulations on taking the time to step back and assess your business systems! Every company depends on well-run, repeatable processes. When systems are clear and consistent, you can:

- Reduce wasted time, errors, and duplicated effort
- Support teams to work independently
- Increase consistency in delivery and client experience
- Allow effective delegation

However, most founders don't start with perfect systems. In fact, it's common - even expected - for processes to live in someone's head, have inconsistent results, or never get formally documented. This private, self-guided tool is designed to give you a clear snapshot of how your business is operating today and where clearer, documented processes can support growth and reduce operational strain.

It usually takes 2–3 minutes to complete.

Systematically Yours,

Dianne D. Campbell

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Score Meaning

2	Yes: This is consistent and clear
1	Not Sure: I don't have enough visibility into this
0	No: This is not in place or it's unreliable

You'll total the points at the end and calculate your final score out of 24.

Answer based on the work your business performs regularly to deliver your product or service.

Your Score Statement

	For our core work, there is a generally accepted way things are done.
	Different team members would describe the same process in a similar way.
	Tasks usually begin in a predictable way.
	Tasks usually achieve the intended result without rework.
	The information, materials, or inputs needed to perform tasks are easy to find and obtain.
	The steps in our processes usually happen in the same order.
	Processes do not change significantly depending on who is doing the work.
	When things get busy, the process still holds together.
	Errors or rework happen occasionally, not repeatedly.
	Routine work does not often require the Leader to step in to keep things moving.
	Team members can find or access how work should be done without relying on specific individuals.
	If we tried to write our processes down today, we would not uncover major gaps or contradictions.

Total: _____ / 24 Add your points across all 12 questions.

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Scoring

Maximum score: 24

If you selected “Not Sure” for multiple questions, this usually indicates areas where processes are not clearly defined or visible — which are often the fastest opportunities for improvement.

What Your Score Means

18–24: Strong, Scalable Processes

Your core processes are generally consistent, predictable, and able to run without constant oversight. This indicates a well-functioning operation and a strong foundation for growth.

Next Step: Documenting key workflows can preserve what’s working, support future growth, and make your company more transferable.

10–17: Inconsistent or Partially Defined Processes

Your business is working, but processes likely vary depending on who is doing the work or how busy things get. This often shows up as repeated questions, inconsistent results, delays or rework, or reliance on certain individuals.

Next Step: Clarifying and documenting your core workflows will reduce friction, improve consistency, and make delegation easier.

0–9: Processes Are Not Yet Stable

Your processes are likely unclear, inconsistent, or heavily dependent on individuals. At this stage, trying to document them may create confusion rather than clarity.

Next Step: Focus first on defining and stabilizing how work should be done. Once processes are clear, documentation becomes much more effective.

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Ready to Take the Next Step?

Your results show where your processes are working well and where they may be creating friction or inconsistency.

Whether your next step is documenting what's already working, clarifying how work gets done, or stabilizing key workflows, we can help you determine the right approach for your business.

[Book your 30-minute strategy call](#)

The call is complimentary. No preparation needed. We'll use your results to guide the conversation and identify a practical next step.

Dianne D. Campbell

Process Documentation & Operational Clarity for Growing Businesses
Founder & Principal, **PRODUCTIVITY PROS LLC**



Dianne works with small business owners to identify where operations create friction and to document the processes that keep work consistent, scalable, and easier to manage.

Her approach focuses on capturing how a business actually runs — not how it is assumed to run — so teams can execute more reliably, reduce rework, and operate with greater clarity.

Professional Affiliations:

