



The Operational Audit

A clear, outside look at how your
business actually runs day to day, and
where the time is going.

| Offered at no charge to a small number of businesses.

A straight answer about where your team's time goes

Most businesses don't lose time in one obvious place. They lose it in fifteen small ones, and nobody has the time to identify them.

The same customer details get typed into three different systems. An enquiry sits for six hours because it landed in the wrong inbox. Someone rebuilds the same spreadsheet every Monday. A handoff depends on one person remembering to send a message.

None of it feels like a problem. Each piece takes four minutes. Across a team, across a year, it adds up to a number that surprises most people when they finally see it. **The audit finds that number and shows you where it's hiding.**

The audit is free. You get the findings and the written document, and it's yours to act on however you like. If you like how the audit went and you want me to build the solutions it points to, that's a separate conversation we can have when you're ready. Nothing to decide up front.

How it works

Three stages, roughly two to three weeks, built to stay out of your team's way. No preparation needed from anyone.

1 Kickoff conversation

45 MINUTES TO AN HOUR, WITH THE OWNER OR WHOEVER RUNS THE DAY TO DAY

We go through the business together: how it's structured, what a normal week looks like, and how work moves through it from start to finish. By the end I understand how your business actually runs, and we've started marking the areas worth a closer look.

2 Conversations with the people doing the work

30 MINUTES EACH

Calls with your team and the people running the day to day. This is where the detail comes through: how work actually moves between them, what gets handled more than once, and where the gaps in the day to day are. If your team is too busy to sit on a call, I send a short set of questions instead that they can answer in their own time.

3 Findings session

45 MINUTES, SAME PEOPLE AS THE KICKOFF

I walk you through what I found, what it's costing, and which fixes return the most for the least effort. You keep the written document either way.

A written record of everything we discuss and find

All of it is yours at the end.

A map of how your business actually operates

Every step work passes through, from the first point of contact to the job being finished. It covers who touches it, what system it sits in, and where it waits, including the informal handoffs and workarounds that aren't written down anywhere. Delivered as a single diagram with the detail written out beneath it.

Where the time is going, in hours

Each point of lost time identified, with an estimate of how many hours a month it consumes and who it lands on. Not guesses, built from what your own team told me.

What that time is worth in money

Those hours converted into a figure using your own cost of labour, so each problem is stated in money rather than described in general terms. Where something has a revenue effect that can actually be measured, that's included and the basis for it is shown.

A ranked list of opportunities

Every fix scored on impact against effort, so you can see what's worth doing first, what can wait, and what isn't worth touching. Some cost nothing and need no technology at all.

An honest recommendation

Including the option of doing nothing. If your operation is running well, that's the finding, and I'll say so rather than manufacturing a problem to solve.

Is this just an excuse to sell me AI? No. Some fixes are technology, plenty are a changed process or a removed step. If the answer is "stop doing that thing," I'll tell you that. It's the cheapest fix there is, and it goes in the findings the same as anything else.

Book your free audit today

You've seen what it covers and how it runs. **Send me an email and we'll get a date in for the kickoff call.** We'll work out the rest between us from there, around whatever suits you and your team.

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