



PEOPLE OPERATIONS AUDIT

IDENTIFY YOUR RISKS BEFORE THEY IMPACT GROWTH

IS YOUR LEADERSHIP TEAM READY TO SCALE?

- Our managers know which decisions they own and which they don't.
- All leaders follow the same standards for dealing with people issues.
- Employees know the escalation path (manager → HR → leadership).
- If a key leader left tomorrow, we have a system to keep business as usual.

DO PEOPLE KNOW WHAT'S EXPECTED OF THEM?

- All employees know their role, success metrics, and priorities.
- No employee is carrying hidden workload or multiple unofficial roles.
- Our org chart accurately reflects how work is getting done.
- Our managers can explain their direct reports' responsibilities and goals.

CAN YOUR BUSINESS RUN WITHOUT YOU?

- All of our core processes have documented workflows.
- Onboarding is documented, measured, and improves over time.
- All our managers are consistent in how they handle situations.

ARE YOU LEADING PROACTIVELY OR PUTTING OUT FIRES?

- Our goals are always aligned company → team → individual.
- Managers hold structured 1:1s with documented follow-through.
- High performers are recognized and have a defined internal growth path.
- Employees receive yearly required trainings and coaching.

ARE YOU EXPOSED TO LEGAL OR FINANCIAL RISK?

- Employees can safely escalate concerns with no fear of retaliation.
- Our digital files are complete, sensitive employee data is secured.
- Disciplinary notices, PIPs and terminations are always documented.
- Our I-9s, employee paperwork and state requirements are all accurate.

CHECKED LESS THAN 70%? YOUR BUSINESS IS OPERATING HARDER, NOT SMARTER.