G. Patel

SELF-AUDIT · 15 MINUTES

The Systems Scorecard

Is your company run by systems or by heroes? Score six areas and find the one fix that matters most.



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A note before you start

At Eschelon Experiences we grew to more than 1,000 employees across nearly two dozen concepts. Growth did not break us at first. Missing structure did.

Every new venue needed the same answers. How we hire. How we train. How we cook. How we count the cash. When those answers lived in my head, quality slipped the moment I left the room. Scaling demanded replicable systems, from kitchen operations to HR.

This scorecard is the audit I wish I had run years earlier. It takes 15 minutes. Score each statement from 1 to 5. Be honest. Nobody sees this but you.

HOW TO SCORE

1 = Not true at all. 2 = Rarely true. 3 = Partly true. 4 = Mostly true. 5 = Fully true and written down.

> *"Scaling demanded replicable systems. Consistency and structure were essential to maintain quality across every venue."*
>
> F*CK ROCK BOTTOM, CHAPTER 8

01 · Vision and priorities

Everyone on the team can state our mission and top three priorities for this quarter.	1 2 3 4 5
We set goals each quarter and review progress on a set schedule.	1 2 3 4 5
We say no to good opportunities that do not fit the plan.	1 2 3 4 5
Major decisions run through written core values.	1 2 3 4 5
Leaders spend time every week working on the business, not only in it.	1 2 3 4 5

AREA TOTAL _____

02 · People and roles

Every role has a written description with clear outcomes.	1 2 3 4 5
Each key function has one owner who is accountable for results.	1 2 3 4 5
We hire, onboard and review people with a repeatable process.	1 2 3 4 5
No single person is a point of failure. We have a bench.	1 2 3 4 5
People know how their work connects to the mission.	1 2 3 4 5

AREA TOTAL _____

03 · Processes and playbooks

Our core processes are written in a playbook anyone can follow.	1 2 3 4 5
A new hire can learn a role from our documents, not from tribal knowledge.	1 2 3 4 5
We update a process when we find a better way.	1 2 3 4 5
Quality is consistent across locations, shifts and teams.	1 2 3 4 5
We know which few processes drive most of our results.	1 2 3 4 5

AREA TOTAL _____

04 · Numbers and data

We track a weekly scorecard of 5 to 15 numbers that predict performance.	1 2 3 4 5
Every number on the scorecard has one owner.	1 2 3 4 5
We know our margins by product, location or client.	1 2 3 4 5
Our cash forecast looks out at least 13 weeks.	1 2 3 4 5
Decisions are made with data, not by the loudest voice in the room.	1 2 3 4 5

AREA TOTAL _____

05 · Rhythm and communication

Leadership meets every week with a fixed agenda.	1 2 3 4 5
Issues get raised, discussed and solved, not repeated week after week.	1 2 3 4 5
Teams hold short daily or weekly huddles.	1 2 3 4 5
We celebrate wins on purpose, big and small.	1 2 3 4 5
Information reaches frontline people fast and accurately.	1 2 3 4 5

AREA TOTAL _____

06 · Ownership and accountability

People own outcomes, not just tasks.	1 2 3 4 5
Mistakes surface early and get owned openly.	1 2 3 4 5
Commitments made in meetings get done by the due date.	1 2 3 4 5
Leaders model the behavior they expect from the team.	1 2 3 4 5
The business can run for two weeks without the owner.	1 2 3 4 5

AREA TOTAL _____

Your score

AREA	YOUR SCORE (OUT OF 25)
01 · Vision and priorities	
02 · People and roles	
03 · Processes and playbooks	
04 · Numbers and data	
05 · Rhythm and communication	
06 · Ownership and accountability	
Total (out of 150)	

120 to 150

Systems-led

You built a company, not a job. Your work now is refinement: remove what does not serve the mission and protect your team's focus.

90 to 119

Building

The foundation is in place. Pick your two lowest areas and give each one a 90-day priority.

60 to 89

Hero-dependent

The business runs on the effort of a few people. Start writing down the five processes that matter most.

30 to 59

Founder-trapped

Everything runs through you. That is not a character flaw. It is a structure problem, and structure can be built.

What to do next

01 **Find your lowest area**
Circle the area with the lowest score. That is where your next hour of work pays off most.

02 **Pick one statement**
Choose the single statement in that area you can make true in the next 30 days.

03 **Name an owner**
One person owns it. Put the due date on the calendar and on your weekly agenda.

04 **Write it down**
A process that is not written down is a habit, and habits leave when people leave.

05 **Score again in 90 days**
Retake this scorecard every quarter. Track the total. Celebrate the climb.

WHAT I LEARNED THE HARD WAY

Growth is refinement, not just expansion. At CityPlat we got smaller on purpose one year and moved faster, because every person was aligned and rowing in the same direction.

My one fix for the next 30 days

G. Patel

Keep building.

I write about building companies, putting systems under them and recalibrating when life breaks. You are on the list, so new playbooks come to you first.

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