

# 10 Core Business Processes Gaps

Please rate your internal operational excellence against the following 10 Core Business Processes. A 1 indicates that your internal processes and systems are mostly manual and not well defined. A 10 indicates your internal processes and systems are highly automated and are managed on an exception basis.

Element	Rating									
	1	2	3	4	5	6	7	8	9	10
1. Customer Strategy & Relationships (Marketing)										
2. Employee Development & Satisfaction										
3. Quality, Process Improvement & Change Management										
4. Financial Analysis, Reporting & Capital Management										
5. Management Responsibility										
6. Customer Acquisition (Sales)										
7. Product Development										
8. Product / Service Delivery										
9. Accounting Management										
10. Technology Management										

Notes:

- Please review these to identify which ones in order of importance have the ability to dramatically increase your profitability should you chose to improve in the area.
- Please review these to identify which ones in order of importance have the ability to improve the experience your customers have with your company should you chose to improve in the area.
- Please review these to identify which ones in order of importance would allow you to grow/scale your business more quickly.

- Please review these to identify which ones in order of importance are key to your core competency or your core business.

### Additional Notes:

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