



Collective Leverage
OPERATOR-LED CONSULTING



A 10-MINUTE OWNER ASSESSMENT

THE BUSINESS FRICTION FINDER

Find the part of the business creating the most drag - and choose one useful move for the next 30 days.

CUSTOMERS | MONEY | WORK | PEOPLE | DECISIONS

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START WITH AN HONEST READ

Score the system - not yourself.

Choose the answer that best describes a normal busy week. Do not score the business on its best day or its worst day. The point is to notice patterns, not produce a perfect number.

1**Not true****2****Sometimes****3****Mostly true****4****Consistently true**

01 Customers

NOT TRUE

SOMETIMES

MOSTLY

CONSISTENTLY

We can name our best-fit customers and explain why they choose us.

1

2

3

4

Our marketing focuses on the channels where those customers actually pay attention.

1

2

3

4

We consistently learn from complaints, lost sales, reviews, and repeat customers.

1

2

3

4

Customers score _____ / 12

02 Money

NOT TRUE

SOMETIMES

MOSTLY

CONSISTENTLY

We regularly review a small set of numbers that explain business performance.

1

2

3

4

We understand which products, services, or customers drive margin - not just sales.

1

2

3

4

Pricing, labor, and purchasing decisions are connected to clear financial targets.

1

2

3

4

Money score _____ / 12



KEEP GOING

Look for the recurring source of drag.

03 Work

NOT TRUE SOMETIMES MOSTLY CONSISTENTLY

Recurring work has a clear standard that can be taught and repeated.

1	2	3	4
---	---	---	---

Our physical and digital workflows make the right way the easy way.

1	2	3	4
---	---	---	---

Recurring problems are fixed at the system level instead of repeatedly patched.

1	2	3	4
---	---	---	---

Work score _____ / 12

04 People

NOT TRUE SOMETIMES MOSTLY CONSISTENTLY

Everyone knows what good performance looks like in their role.

1	2	3	4
---	---	---	---

Responsibilities and decision rights are clear across the team.

1	2	3	4
---	---	---	---

Training and coaching happen before small problems become crises.

1	2	3	4
---	---	---	---

People score _____ / 12

05 Decisions

NOT TRUE SOMETIMES MOSTLY CONSISTENTLY

The team knows the one to three priorities that matter most right now.

1	2	3	4
---	---	---	---

Decisions are made by the right person without unnecessary delay.

1	2	3	4
---	---	---	---

Important commitments have an owner, a due date, and a follow-up rhythm.

1	2	3	4
---	---	---	---

Decisions score _____ / 12



TURN THE RESULT INTO ACTION

Choose one useful move.

Your lowest score is a clue, not a verdict. Start with the weak statement that creates the most lost time, money, customer frustration, or owner dependence.

Customers	Money	Work	People	Decisions
_____ /12	_____ /12	_____ /12	_____ /12	_____ /12

1. The recurring problem we want to stop:

2. The system, routine, role, or decision behind it may be:

3. During the next 30 days, we will:

Owner

First action / date

Review date

The measure that will tell us whether it helped:

EXAMPLE

For 30 days, shift routine customer-recovery decisions to the shift leads, give them a simple decision guide, and track how often the owner is still pulled in.

Too close to the business to sort signal from noise?

Bring this sheet to a complimentary conversation if a fresh outside perspective would be useful.