



MANAGEMENT SELF-AUDIT

The Management Self-Audit provided extraordinary results. After an hour's training, our team spotted gaps and strengths and then agreed quickly on issues to prioritize. The comprehensive standard gave me and the board confidence nothing was overlooked. But the conversation was more important: it helped everyone see how everyone contributes to success. – Ruth Schmidt, Executive Director, WECA

Keeping processes up to date

The Management Self-Audit ensures important processes are up to date and the managers are focused on the right priorities. It is easy to look at only today's problems and overlook what's done well. The Self-Audit helps prepare for planning, developing succession or manager development plans, assessing a vendor or for franchise or dealer training.

MANAGEMENT SELF-AUDIT				Rating key	
For:	Acme Widget Company			X	Not critical this year
By:	Self			E	Excellent
When:	17-Apr-20			A	Adequate
				N	Needs attention
				HML	High, Medium, Low priority
0 DISCIPLINE					
0.0 Practice area					
0.0.0 Practice					
				Last rating	Current rating
					Priority
					Comment/Question/Project 1
1	STRUCTURE				
1.1	Ethics and the law				
1.1.1	Business ethics			A	A L
1.1.2	Intellectual property			A	N H
1.1.3	Dispute resolution			X	X
1.1.4	Antitrust			X	X
1.1.5	Compliance			A	E L
1.1.6	Contracts			A	A L
1.2	Market position				
1.2.1	Purpose			N	E L
1.2.2	Product and service mix			A	A M
1.2.3	Differentiators			N	A H
1.2.4	Brand			N	A H

Benefits

The Center's tools minimize omissions, improve communications and foster collaboration. The **Management Self-Audit**:

- Creates an opportunity for managers to shine in their area of expertise
- Provides owners and board members confidence nothing is being overlooked
- Identifies outdated processes so everyone can enjoy focusing on the big things

Difficulty Easy
Estimated time required 3 to 4 2-hour meetings
Special skills None

Instructions

Have the Self-Audit and The GMs Index open on a large screen. Participants should prepare by scanning the list and thinking about practices of concern.

1. Department heads have meetings together to review each Level 2 issue.
2. Assign a scribe. Put an "X" for irrelevant practices. Don't overthink the ratings.
3. Accept the conversation will jump from department to department.
4. Record things to change or stop for the high priority items.
5. Run the Self-Audit every year and celebrate progress.

Members can contact the Center for assistance: info@theindex.net

Make It Better

Member should share ideas for improving any of the Center's tools and how they're taught and formatted. It's also great to suggest new applications or brand-new tools.

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By: Self
When: 17-Apr-20

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HML High, Medium, Low priority

This checklist will help prioritize among the many practices that might need attention. See www.theindex.net / The GMs Index for definitions and discussion.

0 DISCIPLINE
0.0 Practice area
0.0.0 Practice

		Last rating	Current rating	Priority	Comment/Question/Project 1	Comment/Question/Project 2	Comment/Question/Project 3
1	STRUCTURE						
1.1	Ethics and the law						
1.2	Market position						
1.2.1	Purpose	N	E	L	Five-Year Look and purpose stories		
1.2.2	Product and service mix	A	A	M	Need to study market for coming gaps	Create specific market study for Widget Z	
1.2.3	Differentiators	N	A	H	Pandemic showed lack of customer clarity	Prepare for revamp of website next year	
1.2.4	Brand	N	A	H			
1.2.5	Geographic market	A	N	H	Study Pac NW market	Study Canadian market	Study German markets
1.3	Ownership structure						
1.5	Governance						
1.5	Planning						
1.6	Facilities						
2	MARKETING & SALES						
2.1	Market research						
2.1.1	Market size	A	N	H	See Market Position, above		
2.1.2	Market segmentation	A	N	H	What work do we enjoy doing?		
2.1.3	Customer research	N	A	H	Begin with 20 customer interviews	Begin 3-question surveys	
2.1.4	Competitor analysis	N	A	H	Use Competitor's Grid from The Center	Refer to differentiators, above	Create annual project
2.2	Channels of distribution						
2.3	Pricing						
2.4	Marketing communications						
2.5	Sales management						
2.6	Customer service						
3	OPERATIONS						
3.1	Quality						
3.2	Work process						
3.3	Production technology						
3.3.1	Manufacturing	A	A	L			
3.3.2	Material handling	A	N	M	Set challenge to reduce handling 25%	Focus first on safety risks	
3.3.3	Assembly	A	N	M	Improved assembly velocity 20%	Focus on Line 8	Focus on Line 4
3.3.4	Office equipment	A	A	L			
3.4	Supply chain						
3.4.1	Vendor management	A	A	L			
3.4.2	International trade	X	N	L	Begin research of Canadian suppliers		
3.5	Logistics						
3.6	Inventory						
4	INFORMATION						
4.1	Applications						
4.2	Internet						
4.3	Data and reporting						
4.3.1	Database design	E	A	M	Begin with report calendar, below	Prepare for robotics	
4.3.2	Database integration	A	A	M	Link CRM with ERP	Develop in-house data management expertise	
4.3.3	Reporting	N	A	H	Create report calendar	Reduce no. reports by 50%	Roll out enterprise dashboard
4.3.4	Information security	E	E	L	No significant changes needed	Re-examine mid-year	
4.4	Research and analysis						
4.4.1	Business intelligence	A	N	M	Need training in Tableau		
4.5	Communication System						
4.6	Information Technology						
5	HUMAN RESOURCES						
5.1	Management						
5.1.1	Leadership	A	N	L	Continue participation in Center Workgroups		
5.1.2	Supervision	A	E	L	Training at ExecEd for plant managers excellent	Identify new set of high potentials	
5.1.3	Change management	A	N	M	Take ExecEd course	Link to strategic planning cycle	Continue to emphasize value of mission
5.1.4	Project management	N	N	M	Run senior managers through training	Use 1-Page Project Planner	Use Projects Summary from the Center
5.1.5	Volunteer management	X	X				
5.1.6	Innovation	X	N	M	Respond to research findings	Create reward system for suggestions	
5.2	Organizational Structure						
5.3	Employee Relations						
5.4	Training and Development						
5.5	Compensation						
5.6	Recruitment and Retention						
6	FINANCE						
6.1	Financial accounting						
6.2	Managerial accounting						
6.3	Budgeting and forecasting						
6.3.1	Budgeting	N	N	M	Need to tighten up process	Link budgeting to planning cycle	Goal is to delegate more
6.3.2	Capital planning	A	A	L	No major projects foreseen	Revisit after 5-year replacement plan complete	
6.3.3	Forecasting	N	N	M	Never done before	How to make simple?	What to share
6.3.4	Econometrics	X	X				
6.4	Financing						
6.5	Cash management						
6.6	Risk management						