OPERATIONS INSIDER

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THE MANAGER'S OPERATIONS CHECKLIST

Twenty checks connecting management basics with daily operations.



MANAGEMENT IDEAS ARE LENSES, NOT LAWS.

START HERE

How to Use This Checklist

20 statements in four blocks. Score what you can show today, not what you intend.

01 READ	02 SCORE	03 ACT
Read each statement once and think of a concrete example from the last month.	Score from 0 to 4. Without an example, the score is 2 or lower.	Pick the weakest block and decide one action with an owner and a date.

The Scoring Scale

POINTS	MEANING
0	Not in place.
1	Happens occasionally, depends on individuals.
2	Partly in place, not consistent.
3	Mostly in place and visible in daily work.
4	Consistently in place, visible and reviewed.

WHY EVIDENCE BEATS FEELING

A score you can back with an example is a score you can improve. A score based on intention only hides the gap.

THE CHECK

01 Management and Operating Choices

Parts 1 to 7 of the Business Administration and Organization series

NO.	CHECK	SCORE 0 TO 4
01	Operating choices are linked to customer value.	
02	Work design combines evidence with human judgment.	
03	Administration reduces friction instead of adding it.	
04	The work system makes sense to the people doing it.	
05	Operations strategy is a set of explicit commitments.	

02 Planning and Quality

Parts 8 to 14 of the Business Administration and Organization series

NO.	CHECK	SCORE 0 TO 4
06	Layout supports the flow of material and information.	
07	Capacity planning accounts for queues and variability.	
08	Inventory levels are set as service and risk decisions.	
09	Break-even assumptions are visible and tested.	
10	Problem solving is based on evidence.	

THE CHECK

03 Improvement and Production Design

Parts 15 to 21 of the Business Administration and Organization series

NO.	CHECK	SCORE 0 TO 4
11	Control charts distinguish signals from noise.	
12	Process capability is understood beyond the index.	
13	Manufacturability is designed before design freeze.	
14	Automation improves proven methods.	
15	5S and standard work make problems easier to see.	

04 Flow, Performance and Execution

Parts 22 to 28 of the Business Administration and Organization series

NO.	CHECK	SCORE 0 TO 4
16	Kanban works as a replenishment rule.	
17	Changeovers and maintenance protect usable flexibility.	
18	Mistake proofing changes the process.	
19	OEE and productivity use a clear denominator.	
20	The scorecard follows the customer outcome.	

YOUR RESULT

Your Result

Add up the points per block. Four points per statement are possible.

BLOCK	POINTS	OUT OF
01 Management and Operating Choices		20
02 Planning and Quality		20
03 Improvement and Production Design		20
04 Flow, Performance and Execution		20

Your Three Priorities

NO.	WHAT TO IMPROVE	FIRST ACTION	OWNER	DUE

What to Do Next

NEXT STEP	WHAT YOU GET
BUSINESS ADMINISTRATION AND ORGANIZATION STARTER KIT	The toolkit with worksheets, reflection pages and action plans for every block, plus the self-assessment workbook in Excel.
BUSINESS ADMINISTRATION AND ORGANIZATION EXCELLENCE BUNDLE	Everything in the Starter Kit plus all 28 parts as one guide and a ready-to-use workshop deck.

Both are available at operationsinsider.com.