

# AGILITY AUDIT TOOL

This quick Audit tool is designed to get you thinking seriously about issues that may be affecting your business. The philosophy here is that the more able you are to supply products and services tailored to the needs of your customers, quickly and cost-effectively, the more likely that you can win the competition, and consequently grow.

## INSTRUCTIONS

Please read through the questions and indicate how true you feel each statement to be for your business and its operations.

Absolutely True for us

Mostly True for us

Moderately true for us

Only slightly true for us

Not at all for us

## Section One: Business and Marketing Strategy

1	We have a reasonably good idea where we want our business to be in 3-5 years	1	2	3	4	5
2	Strategically, we tend to be proactive, constantly seeking new areas of growth	1	2	3	4	5
3	We are prepared to trade-off short term goals in the interest of long run growth	1	2	3	4	5
4	Our business and marketing objectives provide clear guidelines for market planning	1	2	3	4	5
5	We have specific targets (volume, profit, ROI) for our strategic objectives	1	2	3	4	5

## Section Two: Operational processes

6	It is relatively easy for anyone to track the progress of any order in the system	1	2	3	4	5
7	Our machines (any type you use) are well maintained and never tend to break down	1	2	3	4	5
8	We have a labelling system to identify physical items (materials, tools, products, etc.)	1	2	3	4	5
9	Our processes (material, product, service, orders, ...) flow smoothly, rarely delayed	1	2	3	4	5
10	It is very rare for us to amend our schedules (for production or service delivery)	1	2	3	4	5

## Section Three: Products/Services

11	We have a "right first time" policy for outputs (products/services) and achieve them	1	2	3	4	5
12	Quality of products/services are consistently inspected before delivery	1	2	3	4	5
13	Quality of purchased items/services from suppliers are inspected consistently	1	2	3	4	5
14	We rarely have to change the design of our new products or services	1	2	3	4	5
15	It is rare to receive returned products or rejected services from customers	1	2	3	4	5

## Section Four: Customer care and service (quality)

16	In our firm, exceptional service is defined clearly	1	2	3	4	5
17	Performance of our employees is regularly measured and monitored	1	2	3	4	5
18	Satisfying customers' needs and desires is well understood by all our employees	1	2	3	4	5
19	Our employees really understand that their behaviour reflects the firm's image	1	2	3	4	5

## Section Five: Competitor Orientation

20	One of our strengths is that we respond rapidly to threatening competitive actions	1	2	3	4	5
21	We differentiate ourselves from competition very well	1	2	3	4	5
22	We consistently discuss and monitor our competitors' strengths and strategies	1	2	3	4	5
23	We target customers where we have an opportunity for competitive advantage	1	2	3	4	5

TOTAL SCORE:

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## OUTCOME ANALYSIS

<b>SCORE RANGE</b>	<b>INDICATION</b>	<b>WHAT TO DO</b>
92-115	YOU ARE DOING WELL	DO NOT NEED TO DO MUCH BUT KEEP THE STRENGTH UP AND GOING
70-92	THERE ARE AREAS OF VOLUNERABILITY, HENCE THE NEED FOR TAKING A CLOSER LOOK AT YOUR BUSINESS	LOOK CLOSELY AT THE SCORES YOU ACHIEVED FOR EACH SECTION; FIND OUT AREAS IN NEED OF ATTENTION; WORK ON THOS AREAS IN A STRCUTURED WAY
23-46	CONSIDERABLE SCOPE FOR IMPROVING BUSINESS	ATTEND ISSUES SERIOUSLY AND CONSIDER CHANGING THE WAY YOU DO BUSINESS