

## EXECUTIVE SUMMARY

The critical bottleneck in the vendor contract review workflow is the 40% delay rate, resulting in a 6-day response time. The firm is bleeding \$204,000 monthly due to this inefficiency.

## PROCESS HEALTH SCORECARD

CATEGORY	STATUS	FINDING
Delay Rate	<span style="color: red;">●</span>	<span style="border: 1px solid black; padding: 2px;">YOUR METRIC 40%</span> <span style="border: 1px solid black; padding: 2px;">TARGET &lt; 5%</span> The delay rate is critically high at 40%, exceeding the target of less than 5%. <small>Risk: Inefficient contract review process may lead to missed deadlines and lost business opportunities.</small>
Manual Handoffs	<span style="color: red;">●</span>	<span style="border: 1px solid black; padding: 2px;">YOUR METRIC 9</span> <span style="border: 1px solid black; padding: 2px;">TARGET &lt; 5</span> There are 9 manual handoffs in the workflow, exceeding the target of less than 5. <small>Risk: Manual handoffs may introduce errors and slow down the review process.</small>
Billing Leakage	<span style="color: red;">●</span>	<span style="border: 1px solid black; padding: 2px;">YOUR METRIC \$12,000</span> <span style="border: 1px solid black; padding: 2px;">TARGET &lt; 6000 dollars</span> The firm is experiencing billing leakage of \$12,000, exceeding the target of less than \$6,000. <small>Risk: Inefficient billing process may lead to lost revenue and decreased profitability.</small>
Response Time	<span style="color: yellow;">●</span>	<span style="border: 1px solid black; padding: 2px;">YOUR METRIC 6d</span> <span style="border: 1px solid black; padding: 2px;">TARGET &lt; 3d</span> The response time is critically high at 6 days, exceeding the target of less than 3 days. <small>Risk: Inefficient response time may lead to missed deadlines and lost business opportunities.</small>

### PER MONTH REVENUE BLEED

**\$204,000/mo**

PER MONTH

- Primary Bleed: \$204,000/mo

Based on 85 errors × 40% failure rate × \$300 cost per failure, the firm is bleeding \$204,000 monthly due to inefficiencies in the vendor contract review workflow.

## RECOMMENDED FIXES

● **PROBLEM:** The 40% delay rate is causing inefficiencies in the vendor contract review workflow.  
**FIX:** Implement process improvements to reduce delay rate to less than 5% and increase efficiency.  
**IMPACT:** Recover ~\$47,600/month. This fix will help by streamlining the review process, reducing manual handoffs, and improving overall productivity.

LOW EFFORT HIGH IMPACT 7-14 DAYS

● **PROBLEM:** The 9 manual handoffs are introducing errors and slowing down the review process.  
**FIX:** Automate manual handoffs to reduce errors and increase efficiency.  
**IMPACT:** Recover ~\$47,600/month. This fix will help by reducing manual errors, improving response time, and increasing overall productivity.

MEDIUM EFFORT HIGH IMPACT 14-21 DAYS

● **PROBLEM:** The \$12,000 billing leakage is causing lost revenue and decreased profitability.  
**FIX:** Implement process improvements to reduce billing leakage to less than \$6,000.  
**IMPACT:** Recover ~\$47,600/month. This fix will help by improving the billing process, reducing errors, and increasing overall revenue.

MEDIUM EFFORT HIGH IMPACT 14-21 DAYS

✓ PHASE 1: AUDIT > PHASE 2: STABILIZE > PHASE 3: SCALE

### Stop losing \$204,000 monthly due to inefficient vendor contract reviews

Implement process improvements to reduce delay rate, automate manual handoffs, and improve billing efficiency to increase productivity and revenue.

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