STARTUPS & SMEs · FREE CHECKLIST

The SME Operations Health Check

10 questions to ask before you scale

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Startup builder: from the first employee to 1,000



CUSTOMERS AND REVENUE

1. Do you know your profit per order, product or customer? ☐ Yes ☐ No ☐ Not sure
Not just revenue, but what is left after direct costs, delivery and returns.

2. Can you deliver what you promise, every time? ☐ Yes ☐ No ☐ Not sure
Check on-time delivery, complaints and refunds for the last three months.

PROCESSES AND PEOPLE

3. Are your key processes written down? ☐ Yes ☐ No ☐ Not sure
If one key person left tomorrow, could someone else run their work next week?

4. Does every critical process have a named owner? ☐ Yes ☐ No ☐ Not sure
Shared responsibility usually means no responsibility.

5. Can your managers run their area without you? ☐ Yes ☐ No ☐ Not sure
If every decision comes back to the founder, growth stops at the founder's capacity.

DATA AND FINANCE

6. Do you close your books on time each month? ☐ Yes ☐ No ☐ Not sure
Late numbers mean late decisions.

7. Does stock in the system match stock on the shelf? ☐ Yes ☐ No ☐ Not sure
Inventory gaps hide cash and create disappointed customers.

8. Are your records audit-ready? ☐ Yes ☐ No ☐ Not sure
Investors, lenders and regulators will ask, in every country you operate in.

TECHNOLOGY AND READINESS

9. Does your technology support your process, or fight it? ☐ Yes ☐ No ☐ Not sure
Spreadsheets and workarounds mean your systems are not ready for twice the volume.

10. What breaks first if volume doubles next month? ☐ Yes ☐ No ☐ Not sure
Every team knows the answer. Fix it before it happens.

How to read your answers

Three or more "No" or "Not sure" answers mean your operations need attention before you scale. That is the cheapest moment to fix them. Request an operations health check: riishi14.kalawatia@gmail.com · +91 89514 09744 (WhatsApp)