PUBLIC QUICK

NGO & PUBLIC ENTERPRISE EFFICIENCY SCAN

A delivery scan for governance-heavy delay, duplicated work and inefficient critical processes.

20 STATEMENTS | 10 DIMENSIONS | 5-10 MINUTES

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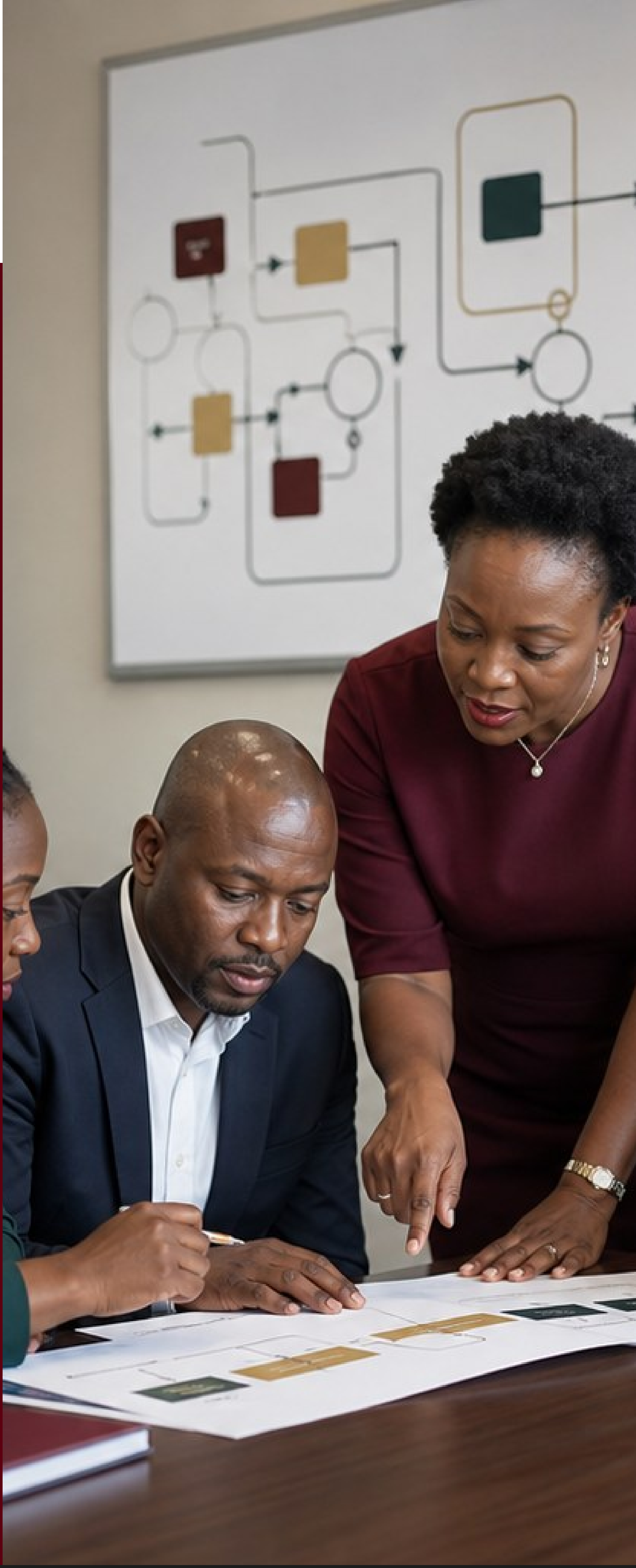
Use Foxit reader or something similar to edit, save and send the completed document.



IDENTIFY FRICTION
Hidden strain

VERIFY THE ROOT CAUSE
Current operating reality

ACT WITH EVIDENCE
Practical improvement

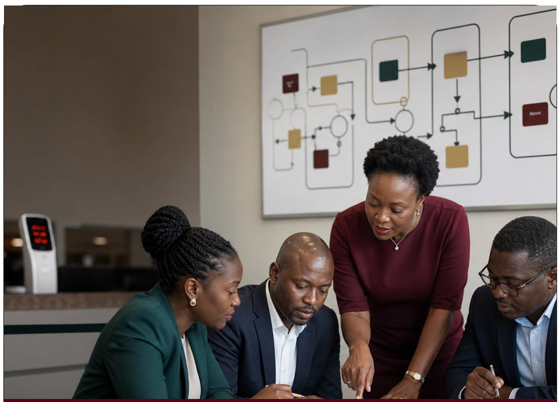
01 SEE THE STRAIN BEFORE IT GROWS

Complete this rapid scan using what is consistently true today.

Public-interest organizations can make peace with inefficient processes when attention stays on whether a review occurred instead of whether the service moved smoothly. Critical delivery can then depend on slow steps that no one challenges.

Signals management can miss

- Long delays are treated as an unavoidable feature of the service
- Critical processes depend on known inefficient steps
- Controls confirm activity but do not improve delivery time
- Beneficiaries, citizens or customers lack clear status updates
- Duplicate requests and handoffs consume staff and public capacity



DELAY CAN BECOME NORMALIZED

A long-established step still needs to justify its delivery, stewardship or risk-control value.

ORGANIZATION PROFILE

Organization

Industry / sector

Completed by

Role

Date

Employees / sites

RATING SCALE

Score current operating reality, not intended policy.

1	**Not in place**	Absent, unknown or frequently fails
2	**Informal**	Depends on individuals and works inconsistently
3	**Partly established**	Works in some teams or situations
4	**Consistent**	Generally followed and periodically reviewed
5	**Embedded**	Dependable, measured and continually improved

AUTOMATIC SCORING: Download and open in Adobe Acrobat Reader; save after completion.

EVIDENCE RULE: If a statement cannot be verified, score it 2 and mark it for discussion.

02 ASSESSMENT: DIMENSIONS 1-3

Select one score for each statement. A star identifies a critical-control item.

SCORE 1 Not in place | 2 Informal | 3 Partly established | 4 Consistent | 5 Embedded

1. MANDATE, MISSION AND OPERATING-MODEL ALIGNMENT

Does the way the organization works still fit its purpose, scale and current delivery demands?

#	Statement	1	2	3	4	5
1	Current mission or mandate priorities are translated into clear operating responsibilities, resource choices and delivery commitments.	◯	◯	◯	◯	◯
2	Structures and workflows are reviewed when demand, locations, technology, programs, services or operating conditions change.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

2. ACCOUNTABILITY AND CONTINUITY

Are critical responsibilities clear, and can essential work continue when key people are unavailable?

#	Statement	1	2	3	4	5
3*	Critical activities have clear responsible and accountable owners, with RACI or an equivalent method followed in daily work.	◯	◯	◯	◯	◯
4*	Critical roles, approvals, access and operating knowledge have capable backups and usable handover arrangements.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

3. PROCESS DESIGN AND PROPORTIONATE CONTROL

Are critical processes controlled, usable and free from avoidable steps?

#	Statement	1	2	3	4	5
5*	Critical recurring processes have usable steps, quality standards, owners, proportionate controls and a clear response when a step fails.	◯	◯	◯	◯	◯
6	Teams challenge delays and unnecessary steps before documenting, automating or treating them as a permanent requirement.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

03 ASSESSMENT: DIMENSIONS 4-6

Select one score for each statement. A star identifies a critical-control item.

SCORE 1 Not in place | 2 Informal | 3 Partly established | 4 Consistent | 5 Embedded

4. CROSS-FUNCTIONAL WORKFLOW

Do core delivery, safety or risk, and support functions complete handoffs without lost work or duplication?

		1	2	3	4	5
7*	Each important handoff defines the required input, responsible owner, accountable owner, due time and acceptance point.	◯	◯	◯	◯	◯
8	Functions share a reliable operational view and escalate missing information or unattended work before delivery is disrupted.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

5. GOVERNANCE, DECISION RIGHTS AND APPROVAL SPEED

Can decisions be made at the right level while protecting stewardship, safety and accountability?

		1	2	3	4	5
9	Decision and approval thresholds are matched to risk and value, with routine authority delegated within clear limits.	◯	◯	◯	◯	◯
10*	Time-sensitive decisions have response expectations and escalation routes that prevent avoidable delivery or operational delay.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

6. WORK PLANNING AND MANAGEMENT DISCIPLINE

Do planning, meetings and daily routines turn priorities into completed work?

		1	2	3	4	5
11	Workplans show priorities, owners, dependencies, due dates, workloads and critical operating constraints.	◯	◯	◯	◯	◯
12	Meetings produce decisions and tracked actions, and low-value recurring forums or reports are simplified or stopped.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

04 ASSESSMENT: DIMENSIONS 7-10

Select one score for each statement. A star identifies a critical-control item.

SCORE 1 Not in place | 2 Informal | 3 Partly established | 4 Consistent | 5 Embedded

7. PERFORMANCE, FEEDBACK AND DISRUPTION VISIBILITY

Can leaders see service strain, operational deterioration and disruption early enough to act?

		1	2	3	4	5
13*	Leaders receive timely measures of delivery time, quality, reliability, disruption, cost, feedback, rework and workforce capacity.	○	○	○	○	○
14	Negative feedback, missing feedback channels and recurring disruption all trigger management attention and assigned action.	○	○	○	○	○

DIMENSION SUBTOTAL (2-10)

8. SYSTEMS, DATA AND DUPLICATE WORK

Do systems provide a reliable picture and reduce repeated administrative or operating effort?

		1	2	3	4	5
15*	Functions use a reliable shared source for current cases, tasks, operating status, decisions and priorities.	○	○	○	○	○
16	Repeated inspections, forms, data capture, status updates and reconciliations are mapped and reduced after the workflow is clarified.	○	○	○	○	○

DIMENSION SUBTOTAL (2-10)

9. DELIVERY AND OPERATIONAL RELIABILITY

Are beneficiary, citizen, customer or operational commitments timely, predictable and clearly communicated?

		1	2	3	4	5
17*	End-to-end waiting time, service commitments, operating constraints, status changes and delays are visible and communicated clearly.	○	○	○	○	○
18*	Core delivery and maintenance or continuity activities are coordinated to protect quality, safety and reliable operation.	○	○	○	○	○

DIMENSION SUBTOTAL (2-10)

10. CONTINUOUS IMPROVEMENT, RESILIENCE AND SCALE

Can the organization remove root causes and absorb change without reproducing weak practices?

		1	2	3	4	5
19	Complaints, new mistakes, repeated errors, falling morale and disruptions lead to containment, root-cause action and follow-up.	○	○	○	○	○
20	Before expanding or changing delivery, leaders test whether people, systems, assets, funding, controls and support capacity can sustain it.	○	○	○	○	○

DIMENSION SUBTOTAL (2-10)

05 SCORE AND INTERPRET

Use the total as a directional signal. Do not average away a critical red flag.

TOTAL SCORE		AVERAGE		RESULT
	/ 100		/ 5	

OVERALL MATURITY BANDS

84-100	**Growth-ready foundation**	Strong, scalable practices in this rapid screen.
68-83	**Generally controlled**	Targeted gaps could constrain the next stage.
52-67	**Developing but inconsistent**	Useful practices exist, but strain is visible.
36-51	**High operating risk**	Growth is outrunning clarity, capability or control.
20-35	**Critical operating strain**	Stabilisation should begin immediately.

DIMENSION SCORECARD

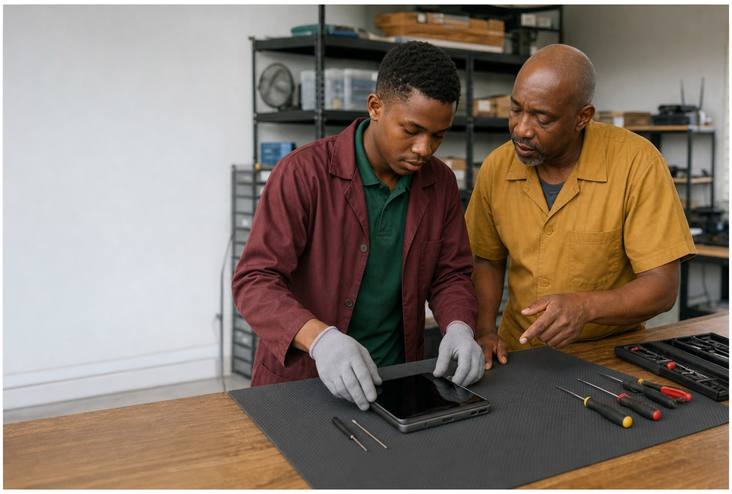
Dimension	Subtotal /10	Interpretation	Priority
1. Mandate, mission and operating-model alignment			
2. Accountability and continuity			
3. Process design and proportionate control			
4. Cross-functional workflow			
5. Governance, decision rights and approval speed			
6. Work planning and management discipline			
7. Performance, feedback and disruption visibility			
8. Systems, data and duplicate work			
9. Delivery and operational reliability			
10. Continuous improvement, resilience and scale			

CRITICAL RED-FLAG OVERLAY

A starred item scored 1 is an urgent red flag. A starred item scored 2 is a priority vulnerability. Do not describe the result as growth-ready if any starred item is 1, or if three or more starred items are 2 or below.

06 INTERPRET BEFORE YOU INTERVENE

A symptom may be communicating a deeper issue. Trace it before buying another tool.



AES FIELD INSIGHT

Customers complained that products brought in without dents or scratches were returned damaged. The first problem was not the available tools but how products were handled. Employees were trained in better handling techniques before improved tools were purchased.

Lesson: diagnose technique and process before assuming technology is the solution.

ROOT-CAUSE TRACE

Use evidence, not assumptions.

1. What is happening now, and what evidence proves it?

2. Where were we before, and what helped us perform then?

3. What changed as the organization grew?

4. What is the symptom communicating about ownership, technique, workload, process, system or control?

5. Where are we trying to get to, and what is preventing it?

ONE 30-DAY IMPROVEMENT

Owner	Corrective action	Success measure	Review date

AscendEdge SOLUTIONS
Innovating the Future. Empowering the Present

YOUR SCORE SHOWS WHERE TO LOOK.

THE COMPREHENSIVE DIAGNOSTIC SHOWS WHAT TO FIX FIRST.

- 50 statements across 10 operating-model dimensions
- Evidence and observation prompts
- Critical-risk overrides
- Root-cause and priority analysis
- A practical 90-day improvement roadmap
- Suitable for self-service or AES-facilitated use

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