AscendEdge SOLUTIONS

Innovating the Future. Empowering the Present

EDU/HEALTH QUICK

EDUCATION & HEALTH EFFICIENCY SCAN

A service-path scan for duplicate verification, long queues, approval loops and avoidable delay.

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.

Schools, universities, clinics and hospitals can normalize slow service paths. A routine document or request may visit several offices, wait for specific people and be checked repeatedly even when one controlled verification would be enough.

Signals management can miss

- One request or document must visit several offices
- The same information is captured or verified repeatedly
- Queues and scheduling delays are treated as unavoidable
- Necessary safeguards have become duplicate approval loops
- No one owns the service-user journey from start to finish

A LONG QUEUE IS A PROCESS SIGNAL

It may reveal duplicate checks, unclear authority, poor scheduling or weak handoffs.

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. OPERATING-MODEL AND SERVICE-PATH ALIGNMENT

Does the way services move through the institution still fit current demand and complexity?

#	Statement	1	2	3	4	5
1	Our structure, roles and service pathways reflect current demand across schools, universities, clinics or hospitals.	◯	◯	◯	◯	◯
2	A learner, student, patient, caregiver or visitor can complete routine requirements without avoidable movement between offices.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

2. KEY-PERSON DEPENDENCY AND CONTINUITY

Can essential services continue when key employees are unavailable?

#	Statement	1	2	3	4	5
3*	Every essential administrative or service-delivery task has a capable backup with the access and knowledge required to act.	◯	◯	◯	◯	◯
4*	Leave, transfer and emergency handovers protect schedules, records, deadlines and unresolved service-user matters.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10)

3. PROCESS STANDARDS AND SAFEGUARDS

Are recurring processes consistent, learnable and appropriately controlled?

#	Statement	1	2	3	4	5
5*	Critical processes use current SOPs that show steps, owners, safeguards, exceptions and what to do when a step fails.	◯	◯	◯	◯	◯
6	Employees are trained and observed applying the required technique, not merely given policies, forms or systems.	◯	◯	◯	◯	◯

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-OFFICE HANDOFFS AND DUPLICATE VERIFICATION

Does information move across offices without repeated capture, verification or loss of ownership?

		1	2	3	4	5
7*	Documents and information are verified once at the appropriate control point unless a defined risk requires re-verification.	◯	◯	◯	◯	◯
8	Every handoff has a named owner, complete information and confirmation that the receiving office accepted the work.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10) ______

5. DECISION RIGHTS, APPROVALS AND GOVERNANCE

Do necessary governance controls support timely decisions?

		1	2	3	4	5
9	Routine decisions are delegated within documented limits, with clear response times and escalation paths.	◯	◯	◯	◯	◯
10*	Committees and approval offices apply risk-based review and do not repeatedly reconsider matters already decided at the correct level.	◯	◯	◯	◯	◯

DIMENSION SUBTOTAL (2-10) ______

6. SCHEDULING, QUEUES AND CAPACITY

Are schedules and available capacity matched to predictable demand?

		1	2	3	4	5
11	Demand, waiting time, workload and available capacity are reviewed by day, period, department or service point.	◯	◯	◯	◯	◯
12	Timetables, appointments, rosters, rooms and shared resources are coordinated to reduce avoidable queues and disruption.	◯	◯	◯	◯	◯

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. RECORDS AND PERFORMANCE VISIBILITY

Can authorized leaders access reliable records and early operational warnings?

No.	Statement	1	2	3	4	5
13*	Authorized employees can find a complete, current and traceable record without reconstructing it from several offices.	○	○	○	○	○
14	Leaders monitor waiting time, backlog age, schedule adherence, errors, complaints, workload and staff morale early enough to act.	○	○	○	○	○

DIMENSION SUBTOTAL (2-10)

8. TECHNOLOGY AND MANUAL WORK

Do systems simplify work while protecting access and record integrity?

No.	Statement	1	2	3	4	5
15*	Departments use a reliable source of truth for service-user status, schedules, records and outstanding actions.	○	○	○	○	○
16	Duplicate entry and manual reconciliation are mapped, controlled and reduced without weakening access, backup or change controls.	○	○	○	○	○

DIMENSION SUBTOTAL (2-10)

9. SERVICE-USER EXPERIENCE AND COMMUNICATION

Do people understand what is required, what will happen next and whom to contact?

No.	Statement	1	2	3	4	5
17*	Requirements, documents, fees, timelines and next steps are explained consistently before a person joins a queue or submits a request.	○	○	○	○	○
18*	Status changes and delays are communicated promptly, and complaints or feedback receive a recorded response.	○	○	○	○	○

DIMENSION SUBTOTAL (2-10)

10. SCALABILITY AND CONTINUOUS IMPROVEMENT

Does the institution remove recurring friction while preserving essential safeguards?

No.	Statement	1	2	3	4	5
19	Recurring queues, duplicate checks, missed handoffs, errors and complaints trigger root-cause review and measurable corrective action.	○	○	○	○	○
20	Process changes are tested with employees and service users, then expanded only when safeguards and record integrity remain effective.	○	○	○	○	○

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		/ 100	AVERAGE		/ 5	RESULT	

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. Operating-model and service-path alignment			
2. Key-person dependency and continuity			
3. Process standards and safeguards			
4. Cross-office handoffs and duplicate verification			
5. Decision rights, approvals and governance			
6. Scheduling, queues and capacity			
7. Records and performance visibility			
8. Technology and manual work			
9. Service-user experience and communication			
10. Scalability and continuous improvement			

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

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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

SAVE, THEN EMAIL TO AES

ACCESS THE PROFESSIONAL EDITION

Scan or visit

www.aeszm.com

aes.inquire@gmail.com

+260 572 083 140