

Qoat

Operational Alignment Assessment

Operational alignment framework - v2

The framework

Baseline operational alignment across Visibility, Workflow, Continuity, and Oversight.

Operational alignment is the degree to which how work actually happens stays true to how it's intended -- across visibility, workflow, continuity, and oversight. This framework measures that alignment across four weighted dimensions and places the result on a four-band scale -- so drift can be detected and corrected before it compounds.

Dimensions

Visibility & Reporting (25% weight)

Workflow & Execution (30% weight)

Continuity & Governance (20% weight)

Oversight & Assurance (25% weight)

Scoring bands

Misaligned - score 0-40

Drifting - score 41-60

Aligned - score 61-80

Optimized - score 81-100

What we assess

Each dimension is assessed through diagnostic statements, rated on a 1-5 scale:

Visibility & Reporting

- Core systems (ERP/CRM/scheduling) are integrated so data flows to one place.
- There is a single source of truth for key data.
- Data is accurate and consistent across systems.
- Reporting is reliable and trusted.

Workflow & Execution

- Standard operating procedures are documented.
- Order-to-fulfillment handoffs are clearly defined.
- Exceptions are handled consistently.
- Manual steps are automated where appropriate.

Continuity & Governance

- Roles and ownership are clearly defined.
- Cross-training and coverage exist for key roles.
- Someone is accountable for data quality.
- Master data is governed and owned.

Oversight & Assurance

- Reported metrics are regularly checked against the underlying source data.
- Discrepancies between systems are detected and reconciled.
- Flagged issues and exceptions are resolved and closed, not left open.

- There is regular oversight of whether the operation is performing as reported.

(c) Qoat -- operational alignment framework. Qoat helps maintain operational alignment as operational complexity increases.