

Which of your processes still run by hand?

12 questions. 10 minutes. Tick what is true. Every tick is a process that costs your team hours every month. Be honest, nobody sees this but you.

0-4 ticks

Lean. Automate the worst one and move on.

5-8 ticks

Leaking. One workflow fix pays back in weeks.

9-12 ticks

Duct tape. The business runs on memory. Risky at scale.

1 Leads still arrive by WhatsApp screenshot or email copy-paste

Someone re-types them into a sheet or CRM.

Typical cost: **4-8 hrs/month** + lost leads

2 Quotations are rebuilt from an old file each time

Find last quote, edit price, pray nothing is stale.

Typical cost: **30-60 min per quote**

3 Invoices are chased by hand

Somebody remembers (or forgets) who has not paid.

Typical cost: **6-12 hrs/month** + late cash

4 Month-end reporting means opening 5+ spreadsheets

Numbers assembled by hand, checked by eyeball.

Typical cost: **1-2 full days/month**

5 The same status-update message is typed to different customers daily

WIP updates, delivery dates, order status.

Typical cost: **3-6 hrs/week**

6 Only one person knows how a key process works

If they quit or rest, the process stops.

Typical cost: **a bus-factor of 1**

7 Data lives in personal inboxes or phones, not a shared system

The company's memory is scattered.

Typical cost: **hours lost searching**

8 Stock, orders or jobs are tracked on whiteboards or notebooks

Nobody trusts the numbers until triple-checked.

Typical cost: **errors + recount time**

9 New staff need weeks to learn where everything is

No checklist, shadowing and hope.

Typical cost: **2-4 weeks to first output**

10 Follow-ups depend on someone remembering

Quotations, renewals, collections, callbacks.

Typical cost: **dropped deals, silently**

11 The same report is made twice because two teams keep separate records

Sales says one number, finance says another.

Typical cost: **meetings about whose number is right**

12 You, the owner, are the bottleneck for routine approvals

POs, discounts, refunds all wait for you.

Typical cost: **everything waits on you**

Your score

Count your ticks. Then ask the only question that matters: **what would it be worth to switch off the three worst ones?**

Want the fix list, not just the score?

Send us your three worst ticks. We reply with what automating them looks like, what it saves, and what it costs. No pitch, no deck.

[Get my fix list](#)