

CHAPTER 2

What now? - Resources - The Organisational Maturity Assessment – Diagnosing the System Gap

What	Run a Full Maturity Assessment and Publish the Score Within 14 Days
Why	This creates the baseline for all subsequent action.
Background	The chapter states: “You cannot solve a problem you haven’t diagnosed.” This step forces the organisation to confront its actual maturity level.
How	Score all five dimensions: Strategy & Governance, Processes & Standardisation, Technology & Systems, People & Leadership, Performance & Continuous Improvement. Require each functional leader to self-score and provide evidence. Consolidate into a single organisational score and publish it internally. Identify the lowest-scoring dimension as the primary constraint (Theory of Constraints logic).

What	Launch a 90-Day “Foundation or Standardisation” Sprint Based on Your Level
Why	This step forces the organisation to move out of chaos and into predictable execution.
Background	The roadmap makes clear that Level 1–2 organisations must focus on Vision, Culture, and basic processes, while Level 3 must focus on Standardisation and Execution Rhythm.
How	If Level 1–2: Finalise Vision/Mission and cascade it (“used as a daily filter for decision-making”). Document the first 10 core processes. Establish cultural non-negotiables. If Level 3: Implement SOPs for all core workflows. Launch the Execution Rhythm (weekly, monthly, quarterly). Standardise core technology.



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What	Replace Tribal Knowledge With Mandatory SOPs and Continuous Improvement
Why	This step closes the System Gap and eliminates hero-dependent execution.
Background	The chapter states that immature organisations rely on “tribal knowledge” and lack “continuous improvement practices.”
How	Identify the 15–20 workflows that drive 80% of execution. Assign owners and require SOPs within 30 days. Implement mandatory AARs (After-Action Reviews) for all failures (“instantly lead to updated SOPs”). Audit SOP compliance monthly.
What	Integrate Technology and Automate All Non-Judgment Work
Why	This step accelerates organisational velocity and reduces operational drag.
Background	The chapter emphasises that Level 5 organisations use “API-first architecture,” “real-time predictive analytics,” and “automate everything that doesn’t require human judgment.”
How	Map all tools and identify silos and manual work. Integrate core systems (CRM, ERP, project management). Build a 12-month automation roadmap prioritising Velocity Work. Shift reporting from lagging to leading indicators.
What	Rebuild Leadership Accountability and Install a Performance Engine
Why	This step ensures the organisation operates with discipline, alignment, and momentum.
Background	The chapter highlights that mature organisations have clear OACs, leadership pipelines, and KPI systems tied to strategy.
How	Build an Operational Accountability Chart (OAC) for all functions. Redefine roles with outcome-based accountability. Implement leading-indicator KPIs and daily/weekly huddles. Benchmark performance against industry leaders quarterly.
Closing Thought	Together, these actions directly address the chapter’s core message: scaling requires moving from heroism to predictable, integrated systems.

