

IS YOUR OPERATION READY TO SCALE?

Outsourcing Readiness Checklist

Check every statement that is true for your organization today. Be honest — the score is for you.

01 Documented Processes

- ☐ Our core workflows are written down, step by step.
- ☐ A new team member could follow them without a verbal handover.

02 Tool Stack

- ☐ Our key tools (CRM, helpdesk, accounting) are cloud-based.
- ☐ We can grant secure remote access to an external team.

03 Volume & Metrics

- ☐ We know our current volumes (tickets, orders, records per month).
- ☐ We track response times and quality benchmarks today.

04 Internal Champion

- ☐ One person on our team will own the outsourcing relationship.
- ☐ That person can make decisions without long escalations.

05 Realistic Timeline

- ☐ We are planning ahead — not reacting to a crisis.
- ☐ We can allow about 30 days for recruitment, training, and ramp-up.

06 Clear Objectives

- ☐ We know what success looks like (cost, speed, coverage, quality).
- ☐ Those objectives are agreed internally.

HOW TO READ YOUR SCORE

- 10–12 checked** You're ready. Talk to us about scoping your first team.
- 6–9 checked** Close. We help clients close exactly these gaps during discovery.
- 0–5 checked** Start with documentation and metrics — we can guide you through both.