CH Consulting Group

OPERATIONAL FRAGMENTATION EXECUTIVE ASSESSMENT

Operational challenges rarely exist in isolation. Fragmentation across people, processes, technology, and performance systems limits efficiency, accountability, and the customer or patient experience.

Use this assessment to identify common indicators of operational fragmentation across your organization.

Organization:	
Department / Function:	
Assessment Date:	

Assessment Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Leadership Alignment **Shared goals and accountability**	☐	☐	☐	☐	☐
Workforce Readiness **Consistent training and coaching**	☐	☐	☐	☐	☐
Process Consistency **Standardized operational workflows**	☐	☐	☐	☐	☐
Technology Alignment **Systems support the work**	☐	☐	☐	☐	☐
Performance Management **KPIs drive decisions**	☐	☐	☐	☐	☐
Reporting & Analytics **Trusted, actionable data**	☐	☐	☐	☐	☐
Quality Assurance **Consistent quality standards**	☐	☐	☐	☐	☐
Workforce Management **Staffing matches demand**	☐	☐	☐	☐	☐
Customer Experience **Consistent customer experiences**	☐	☐	☐	☐	☐
Continuous Improvement **Measured operational improvement**	☐	☐	☐	☐	☐

Assessment Summary

Mostly Agree - Your organization demonstrates strong operational alignment.
Mixed Responses - Operational fragmentation may be limiting performance.
Mostly Disagree - Fragmentation is likely affecting multiple areas of your operation.

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