



Operational Clarity Audit

The Operational Clarity Audit helps you identify the single biggest constraint in your operations - so you can focus your effort where it matters most, instead of trying to fix everything at once.

It's built around five common areas where clarity tends to break down.

You don't need to address them all, just find the one causing the most friction right now. That's your constraint. Fixing it first creates the biggest impact with the least effort.

How to Use This Tool

1. **Scan the five clarity domains** - Read through each section and reflect on how it applies to your current operations.
2. **Identify the tightest constraint** - Don't try to fix everything. Pick the one domain that feels the most strained, unclear, or likely to break under pressure.
3. **Take one focused action** - Each domain includes a simple starting point. Choose one small, practical improvement to relieve that constraint.
4. **Revisit in 30–60 days** - Clarity drifts over time. Come back to this audit regularly and see if a new constraint has emerged.



Five Clarity Domains

1. Ownership Clarity

Do we have clear accountability for outcomes - not just task completion?

Checkpoints:

- Are roles and responsibilities clearly defined and understood?
- Do multiple people think they own the same thing - or no one does?
- Is accountability clear when something breaks?

If this is your constraint:

Start by mapping out who owns what across your team. Even a basic shared doc with names + outcomes beats guesswork.

2. Process Visibility

Can people see how work flows - and how their piece connects?

Checkpoints:

- Are our key workflows documented in any form?
- Would a new hire understand what we do and why?
- Are steps, dependencies, and outcomes visible to the team?

If this is your constraint:

Pick one key process. Map it in 15 minutes using sticky notes, Miro, or Google Slides.

3. Handoff Discipline

Are we dropping things between people or teams?

Checkpoints:

- Are handoffs consistent and clearly defined?
- Do people know what “done” means before passing work on?
- Are we relying on Slack or memory to get things over the line?

If this is your constraint:

Build a simple handoff checklist or define “ready to hand over” criteria for one process.

4. Redundancy & Resilience



Can we keep moving if someone is away or leaves the team?

Checkpoints:

- Is anything owned by just one person?
- Are key SOPs or access details documented anywhere?
- Could someone jump in with minimal chaos?

If this is your constraint:

Identify one critical single point of failure and build a fallback plan or quick-start SOP.

5. Clarity Drift

Are we running on old assumptions that no longer hold?

Checkpoints:

- When was the last time we reviewed how we operate?
- Has the team grown or changed without realignment?
- Are we solving problems ad hoc instead of refining the system?

If this is your constraint:

Host a 30-minute “clarity reset” retro. Ask: *what’s gotten fuzzy? What’s changed?*

What Now?

- **Pick 1 domain** that feels most broken or consequential.
- **Choose 1 action** to reduce that constraint this week.
- **Recheck in 30–60 days:** Has the constraint shifted?