

# Operational Efficiency Scorecard

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**Quick Answer.** Operational efficiency is the ratio of useful output to total input across people, process, tools, and measurement. The scorecard makes that ratio visible so leadership can intervene where it matters.

## People

- Roles documented with clear ownership
- Capacity tracked weekly, not assumed
- Key-person risk identified and mitigated

## Process

- Repeatable work follows a written procedure
- Exceptions handled by rule, not by escalation
- Handoffs documented with explicit acceptance criteria

## Tools

- Single source of truth per data type
- Tools talk to each other or are deprecated
- No duplicate licenses for the same capability

## Measurement

- One operating dashboard reviewed weekly
- Cycle times measured per major workflow
- Defect and rework rates visible to leadership

## How To Use It

- 1 Score each dimension one to five
- 2 Identify the lowest-scoring dimension as the constraint
- 3 Run one 30-day improvement experiment in that dimension
- 4 Re-score quarterly and select the next constraint

## Related Framework

This scorecard is most often paired with SOAR™, Iron Eagle's Business Optimization Framework.

Methodology references: LocalAI Catalyst™ — AI Audit System; SOAR™ — Business Optimization Framework; WING™ — Digital Visibility Framework; EAGLES™ — Business Growth Methodology.

Source: <https://ironeagledigitalsolutions.com/citation-assets/operational-efficiency-scorecard> | Book a Revenue Call: <https://ironeagledigitalsolutions.com/call>

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