What To Do With Your Assessment Results

Where To Start · https://jeffreysummers.com/docs/what-to-do-with-your-assessment-results/

You finished The Operator's Assessment and you are looking at scores by fundamental, a gap map, a pattern and a reading list. Here is how to use it instead of filing it.

Read The Lowest Score Last

The instinct is to go straight at the worst number, and it is usually the wrong move. Your lowest-scoring fundamental is often a symptom of a higher one. A Profit score in the basement under a broken Perspective read is not a Profit problem, and the operator who attacks it directly spends a year cutting cost out of a business whose actual constraint was never cost.

Work top down through the fundamentals, Perspective first. Fix the read, then the Product, then the People, then Performance, then Profit. Profit is the output of the other four and moves last no matter what you do to it directly.

Take The Pattern Seriously

The gap map tells you where your operation stands. The pattern tells you how you operate, and that is the part that determines whether any of the gaps actually close. Two operators with identical gap maps and different patterns will get completely different results from the same plan.

If the pattern reads uncomfortably, that is the assessment working. It is reporting what your answers said, not what you intended them to say.

Run One Thing, Not Nine

Pick the single highest gap in your highest fundamental and run the work the framework gives you against it. One thing, actually finished, beats nine things started, every time, and an operator who tries to close a whole gap map in a quarter closes none of it.

Read the specific material the assessment pointed you at in the Knowledge Base. Run the Fieldbook worksheet for it. Then read the result and decide whether to repeat, expand or correct.

Then Retake It

Come back to it after you have actually changed something. The value is not in the snapshot, it is in watching which gaps move when you work them and which ones do not move no matter what you do. The ones that will not move are telling you the constraint is somewhere upstream of where you are working.

Or Bring It To Me

If you would rather not run it yourself, bring the results to a conversation. It gives us both the same picture to argue over from the first minute, which turns a get-acquainted call into a working one.

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