

A person with dark curly hair and glasses, wearing a yellow shirt, is sitting at a desk in a home office. They are looking down at a white document they are holding. On the desk, there is a black calculator and a laptop. The background shows a brick wall and a window with curtains.

Business-Assessment Questionnaire:

**11 critical questions to
get started on your business
assessment and transformation**

((CENTRIC))



- 1.** For most companies, a hybrid model is now standard for their employees. How has this model impacted your people, processes and technologies?
- 2.** What are your biggest pain points for your business considering today's reality?
- 3.** How can your business become more resilient when uncertainty exists in the market and workplace?
- 4.** Have you done a SWOT (Strength, Weakness, Opportunity, and Threats) analysis of different business units in the new norm?
- 5.** Do you have visibility into the health of your processes, activities and workforce (such as efficiency, SLAs, utilization, and more)?
- 6.** With the advent of generative AI and increased reliance on AI technologies, are there more opportunities to automate your business process with robotic process automation or business process management to make remote work activities as productive and convenient as possible?
- 7.** How do you set up your company and teams to become more competitive or “wow” your customers in this evolving market?
- 8.** How do your employees describe working at your company?
- 9.** How do your customers describe doing business with your company?
- 10.** How can you prepare to perform company activities virtually, as needed?
- 11.** Do you have enterprise processes, applications and infrastructure to support working remotely?

Whether you're looking to grow more resilient during turbulent times or you're preparing for a full business transformation, let's evaluate your opportunities together.

Let's Talk