

The operations audit

What it costs to get people to competence, and where else the hours go

FIXED PRICE · 2 WEEKS · 1 DAY ON YOUR SITE

WHAT IT IS

I spend 2 weeks with your site working out how much of your experienced people's time goes into bringing everyone else up to speed, and what else is quietly eating hours.

One day on site: a floor walk, 90 minutes with you, 30 minutes each with 2 to 3 production staff and 1 person from administration or quality, and a review of the documents your people use every day. The rest is remote.

You get a 10 to 15 page written report, presented live on a 60-minute call.

WHAT YOU GET

1. The competence cost, measured. 3 numbers, priced at your own rates, with your own people's words against each one, anonymised.

- Hours a month your experienced people spend teaching, correcting, being interrupted and redoing work that was done wrong the first time.
- How long it takes a new starter to work unsupervised on each of your main tasks, and what the gap between hiring and useful costs you.
- How many people can do each critical job. Where that number is 1 or 2, what happens when one of them is on holiday.

2. The other 4 places the site loses the most hours. For each one: the problem in your people's own words, hours lost per month at your rates, the fix and what it cannot do, the cost as a do-it-yourself route and as a do-it-with-me route, and a payback estimate.

3. A demonstration of an ordinary procedure turned into interactive training. Built on my own material, not yours. Nothing of yours has to be approved and nobody at your end signs anything.

Two things are true of every report I write. At least 1 finding will be something your team can do themselves within a week for under £100. At least 1 will be written so you can run the same measurement at another site without me.

WHERE I LOOK

1. Time spent teaching and being taught. Induction, re-training after a change or a mistake, and the informal “come and show me” that never appears in any record.
2. Time spent finding out what the procedure says and who knows how.

3. Documents written from a template more than once a week.
4. Data retyped by hand between systems.
5. Audit preparation, and records that exist only as proof.
6. Shift handovers, production meetings, and planning done by estimate in Excel.

WHERE YOUR DATA GOES

Nowhere. I review documents on site and put no file of yours into any AI tool. I work that way everywhere, so it costs you nothing and it is not a concession to anybody's internal rule.

You keep 3 things regardless of whether we ever work together again: a 1-page map of what data moves where, the page called “How I test whether this is safe to use”, and a data processing agreement for the case where you later want to go further.

WHAT IT IS NOT

The audit builds nothing and needs no IT sign-off. I will not ask anyone to break an internal AI rule and I will not try to talk you into changing one. You can take the report and never speak to me again. It is written to be useful either way.

PRICE

£950 fixed. Roughly 28,000 CZK. This is the price for my first 3 clients. In exchange I ask for 2 things: honest feedback on the report, and permission to use an anonymised before and after as a case study.

Half on booking, half on delivery of the report. No day rates, no extras. Your cost beyond the price is 1 day of site access and roughly 4 hours of your people's time.

WHO I AM

25 years running operations in chemical distribution and manufacturing, in the Czech Republic and in Scotland. I have sat on your side of the table.

I also published a study of 136 chemical SMEs across the Visegrád region which found something that does not get said often: adopting AI on its own shows no direct relationship with performance. Performance moves only when a named process changes and someone measures it. That is why this audit measures hours rather than tools.