

OPERATIONS MATURITY MODEL

OPERATIONAL EXCELLENCE



OPTIMIZED

- ✓ All operational data sources are fully integrated into one platform
- ✓ Real-time, data-driven decision-making helps anticipate and manage risks
- ✓ Root cause analysis and AI-driven insights are used to predict and prevent future issues

PROACTIVE

- ✓ Digital QA/QC systems enable improved compliance monitoring
- ✓ Training is integrated into the quality system to close the compliance loop
- ✓ Analytics are used to track trends, identify recurring issues, and spot improvements

RESPONSIVE

- ✓ Mix of paper and digital record-keeping
- ✓ Audits are performed consistently but remain manual
- ✓ Quality issues are addressed after they occur
- ✓ Limited visibility into real-time performance or trends

FOUNDATIONAL

- ✓ Basic compliance checks are in place
- ✓ Quality and safety are tracked manually
- ✓ Little to no structured risk assessment
- ✓ Reactive approach to issues and inspections