



# The Manufacturing Operational Stability Scorecard

A plain-English executive self-assessment to evaluate uptime, flow, quality, delivery, and cost predictability — before instability erodes margin.

10-minute review for manufacturing executives

 (855) 701-6777

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*A practical way to see where instability may be affecting output, delivery, and margin.*

# The Manufacturing Operational Stability Scorecard

In manufacturing, instability rarely appears as one isolated issue. It shows up as missed schedules, unplanned downtime, scrap, premium freight, overtime, delayed orders, and surprise costs that chip away at margin.

This scorecard gives executives a clear way to review five areas that influence operational stability and margin protection. It is written in plain English for leaders who need a practical view of what is happening now – not a technical deep dive.

It also helps surface an important idea without forcing it: when systems, data, support, remote access, backups, or cybersecurity are weak behind the scenes, operations often feel the impact first. The symptoms look operational. The cause is not always.

## **What this scorecard is built to reveal**

The question is not simply, “Are we busy?” The better question is, “How predictable is our operation – and what is unpredictability costing us?”



***A strong score does not mean the plant is perfect. A weak score does not mean leadership has failed. It means there is now a clearer view of where stability is strong, where margin may be leaking, and where better visibility may be needed.***

# How to Use This Scorecard

Read each category and give your organization an honest score from 1 to 5 based on current reality — not the plan, not the goal, and not the best week you had last quarter.

This should take about 10 minutes. Score the **last 90 days of normal performance**. Use whatever proof you already have — downtime patterns, schedule misses, scrap, overtime, premium freight, repeated recovery work, and surprise cost.

## Score of 1-2

Instability is recurring. The operation is likely paying through downtime, overtime, scrap, premium freight, or surprise cost.

## Score of 3

Some controls exist, but results are uneven. Recovery work may still be carrying more of the load than it should.

## Score of 4-5

The operation is more stable and visible. Problems are contained earlier, and fewer surprises are leaking margin.

## 5 Key Areas of Operational Stability



### **Category 1 Production Reliability & Uptime**

Are our lines and systems running as reliably as our production plan assumes?



### **Category 2 Schedule Adherence & Flow Predictability**

How often do we produce to plan without recovery moves, expediting, or end-of-week heroics?



### **Category 3 Quality Consistency & Process Control**

How confident are we that our process produces consistent output without avoidable scrap, rework, or variation?



### **Category 4 Delivery Reliability & Customer Commitment**

Can we reliably deliver on time and in full without margin-eroding workarounds?



### **Category 5 Margin Visibility & Cost Predictability**

Do we clearly understand where instability, hidden operational gaps, and surprise costs may be draining margin?

# Production Reliability & Uptime

## Category 1

Are our lines and systems running as reliably as our production plan assumes? This category looks at how often the plant is disrupted by unplanned downtime, slow recovery, and weak support around the equipment, line-side tools, and core systems that keep production moving.

### The Critical Question

Do we prevent production interruptions early or spend too much time recovering after output has already been affected?



### What to look for

- ✓ Unplanned stops are tracked by cause, not just counted as events.
- ✓ Recovery time on critical lines is visible and improving.
- ✓ Planned maintenance, system changes, and vendor access are coordinated to avoid unnecessary disruption.
- ✓ Line-side devices, plant networks, and other critical support points are monitored before failure becomes lost output.
- ✓ When uptime drops, operations, maintenance, and supporting teams can see the same facts quickly.



### Rate your organization from 1 to 5:

1 = Firefighting: Unplanned stops are common enough that teams expect them. Recovery is slow or inconsistent, root causes repeat, and the plant may be absorbing avoidable lost output, overtime, or maintenance surprise.

5 = Highly Stable: Critical lines and supporting systems are maintained, monitored, and recovered with discipline. Problems are contained faster, repeated causes are being reduced, and uptime is more predictable from week to week.

### Your Score:

Based on the last 90 days \_\_\_\_\_

# Schedule Adherence & Flow Predictability

## Category 2

How often do we produce to plan without recovery moves, expediting, or end-of-week heroics?

This category measures how reliably the plant executes the production plan. Stable flow depends on trusted information, clear priorities, and fewer last-minute disruptions.

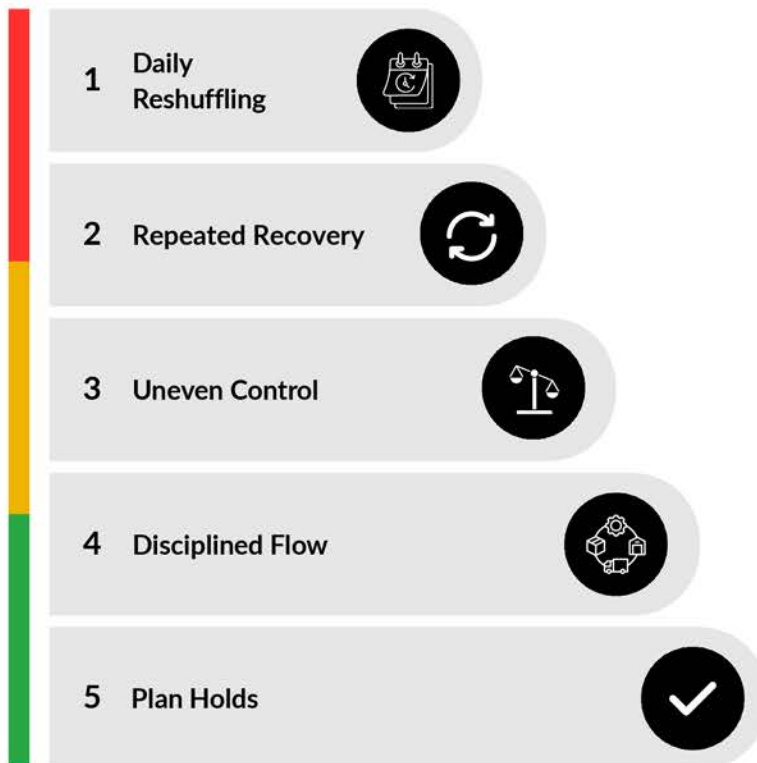
### The Critical Question

Do our schedules hold with discipline or do we regularly absorb instability through reshuffling, overtime, and reactive decisions?



### Key areas to check

- ✓ Daily and weekly schedules usually hold without constant reshuffling.
- ✓ Overtime, expediting, and end-of-week catch-up are not carrying normal performance.
- ✓ Material, labor, equipment, and information constraints show up early enough to act.
- ✓ Order, inventory, and production status are trusted enough to support timely decisions.
- ✓ Repeated flow problems are traced back to cause, not just covered with recovery work.



### Rate your organization from 1 to 5:

1 = Daily Reshuffling: The schedule changes more than it holds. Teams regularly recover through overtime, resequencing, expediting, and end-of-week catch-up. Constraints are being discovered too late to manage cheaply.

5 = Plan Holds: The plant runs close to plan most days without heroics. Constraints surface earlier, adjustments are deliberate, and the week does not depend on repeated recovery work to finish strong.

### Your Score:

Based on the last 90 days \_\_\_\_\_

# Quality Consistency & Process Control

## Category 3

How confident are we that our process produces consistent output without avoidable scrap, rework, or variation?

This category focuses on repeatability. Stable quality protects throughput and margin by reducing scrap, rework, extra inspection, and avoidable variation before they become normal operating cost.

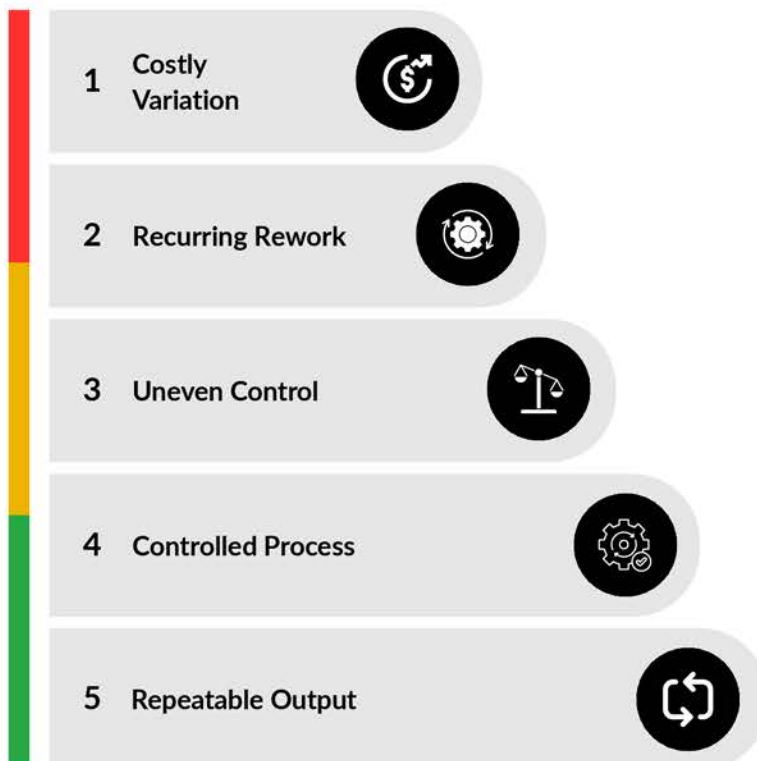
### The Critical Question

Is good output the normal result of a controlled process or are we still depending on experience, rework, and after-the-fact explanation?



### What to look for

- ✓ Scrap and rework trends are visible quickly and not discovered late.
- ✓ Current instructions, settings, and revisions are easy to find at point of use.
- ✓ Quality issues can be tied back to process, material, equipment, or information gaps without long debate.
- ✓ Changes are controlled so one shift or line does not run to a different standard than another.
- ✓ Good output is the norm, not the result of extra inspection and heroics.



### Rate your organization from 1 to 5:

1 = Costly Variation: Good output is too dependent on experience, sorting, or after-the-fact explanation. Scrap, rework, outdated instructions, or inconsistent settings are eroding throughput and margin.

5 = Repeatable Output: Good output is the normal result of a controlled process. Changes are managed, issues are traceable, and one shift or line is not quietly running to a different standard than another.

### Your Score:

Based on the last 90 days \_\_\_\_\_

# Delivery Reliability & Customer Commitment

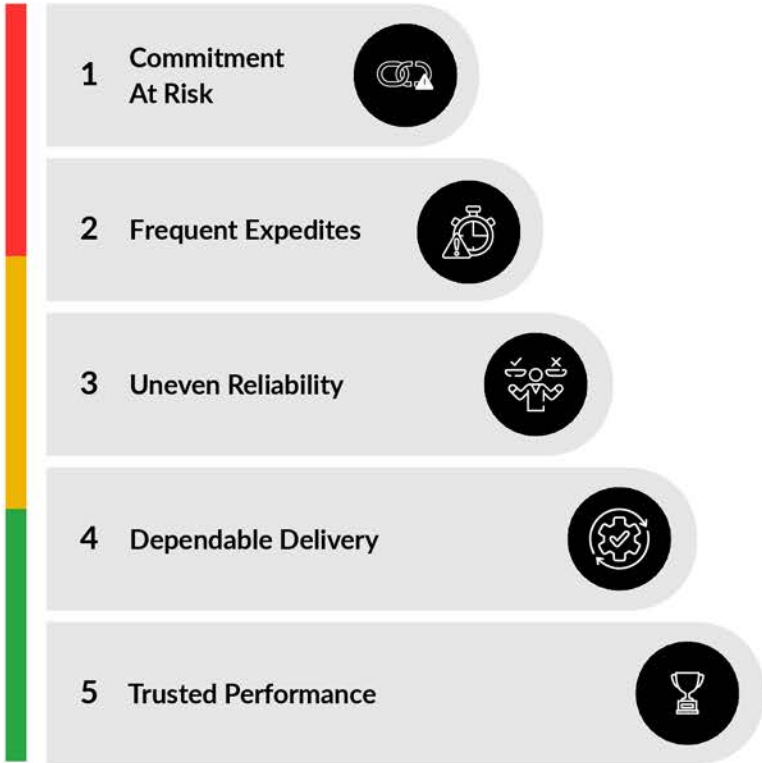
Can we reliably deliver on time and in full without expensive workarounds? This category looks at whether the business can keep customer commitments without constantly absorbing instability through premium freight, partial shipments, manual chasing, or defensive planning.

**The Critical Question**  
Are our customer commitments supported by stable execution and real visibility – or are they being protected by expensive workarounds?



### What to look for

- ✓ Customer commit dates reflect real plant capacity, not optimism.
- ✓ Premium freight, partial shipments, and manual chasing are exceptions, not habits.
- ✓ Order status, inventory status, and production status are visible across teams.
- ✓ Problems are escalated early enough to protect delivery without repeated fire drills.
- ✓ The same delivery failures are not recurring month after month.



### Rate your organization from 1 to 5:

1 = Commitments at Risk: Customer promises are being protected with premium freight, manual chasing, partial shipments, or repeated escalation. The business is absorbing instability rather than solving it at the source.

5 = Trusted Performance: Commitments are built on real capacity and current information. Exceptions exist, but delivery does not depend on constant expediting or defensive planning to stay credible.

**Your Score:** \_\_\_\_\_  
*Based on the last 90 days*

# Margin Visibility & Cost Predictability

Do we clearly understand what instability is costing us and which recurring gaps keep turning into avoidable expense?

This category looks at whether leadership can see where instability is getting expensive. It brings together downtime, scrap, overtime, expediting, recurring fixes, vendor dependence, and recovery readiness so margin leaks are easier to spot before they become normal.

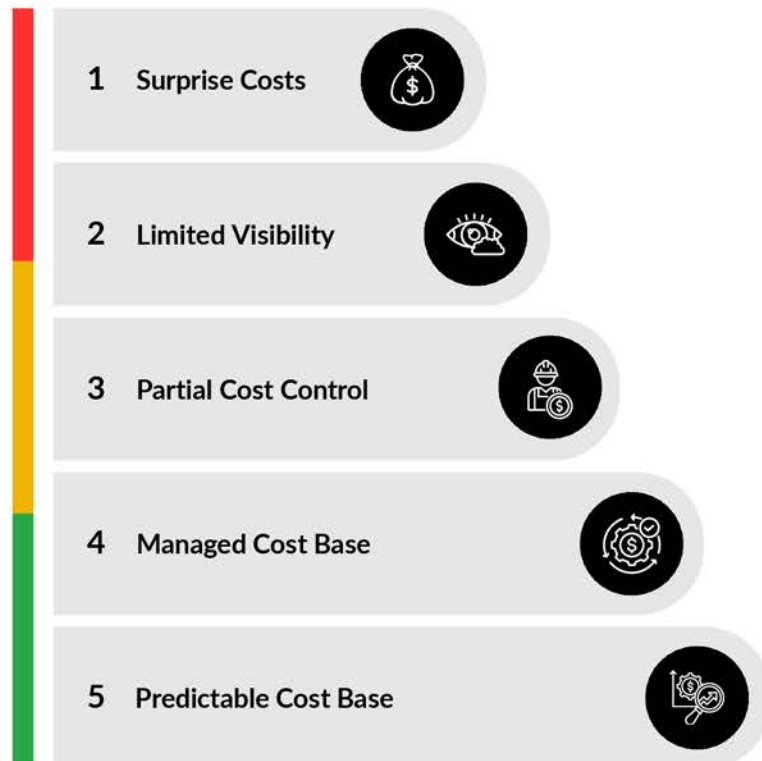
## The Critical Question

Do we have clear visibility into what instability is costing us and which recurring gaps keep turning into avoidable expense?



### Key areas to check

- ✔ Leadership can see where downtime, scrap, overtime, expedites, and recurring recovery work are affecting margin.
- ✔ Spending on support, software, vendors, and recovery is understandable, planned, and not scattered across surprise decisions.
- ✔ The business is not paying twice for the same gap through duplicate tools, rushed fixes, or manual workarounds.
- ✔ Access, recovery readiness, and third-party dependencies are reviewed before they become expensive surprises.
- ✔ Improvement priorities are tied to business impact, not just the loudest problem of the week.



### Rate your organization from 1 to 5:

1 = Surprise Costs: The business is paying for instability in fragments – emergency fixes, repeated vendor work, avoidable overtime, rushed changes, unplanned outages, and weak recovery readiness. Leadership can feel the pressure without seeing the full bill.

5 = Predictable Cost Base: Major sources of operating drag are visible in both operational and financial terms. Support, vendor, recovery, and continuity decisions are planned earlier, and recurring cost leaks are being reduced instead of absorbed.

### Your Score:

Based on the last 90 days \_\_\_\_\_

## What Your Score Means

After scoring all five areas, look for patterns. The question is not whether every category is perfect. The better question is where instability is repeatedly showing up **and** which patterns are costing the most in output, labor efficiency, delivery performance, or margin.

➔ *Use the scorecard to focus discussion, not assign blame. Strong plants still have blind spots. The value is in seeing where instability is expensive, recurring, and still too easy to normalize.*

### Any 1s

A recurring instability problem is likely reaching output, overtime, scrap, expedites, or surprise cost. Start where repeated recovery work feels most normal.

### Mostly 2s and 3s

Control exists, but performance still leans on workarounds. This is often where margin leaks hide because teams are coping well enough to keep the business moving.

### Mostly 4s and 5s

The operation appears more controlled and predictable. Keep testing where repeated exceptions, vendor dependencies, or weak visibility may still be adding drag.

## If You Scored **Low** ↓

That does not mean leadership has failed. It usually means instability has become normal enough that its full cost is hard to see from inside the business. Start by identifying where the biggest pressure is showing up now: downtime, schedule disruption, scrap, delayed orders, premium freight, recovery work, or surprise cost. From there, focus on the few issues most likely to improve control and reduce avoidable leakage.

**You now have three options:** do nothing and accept the current level of unpredictability, review the results internally and decide what to improve first, or take the next step and get an outside perspective on where stronger operational stability may be possible.

## If You Scored **High** ↑

That is a positive sign. It suggests stronger control, better visibility, and fewer expensive surprises. **Even so, strong performance is worth validating.** In many operations, hidden drag stays unnoticed until demand shifts, a key person leaves, a supplier fails, or a system problem disrupts the flow. A high score is not a reason to worry. It is a reason to confirm that what appears stable is truly as stable as it should be.

# Whether You Scored High or Low... You Deserve **More Predictable Operations** and Better Margin Control

## Your Next Step: See What Stronger Operational Stability Looks Like

### Book Your Operational Stability Consult

Now that you have your scores, here are 3 practical ways to put them to work.

1

#### Review Scores with Leadership:

Share the results with your team. Discuss where instability is showing up most clearly and which issues are creating the most pressure on output, delivery, or margin.

2

**Prioritize the Biggest Leaks:** Use these insights to identify where unpredictability is driving downtime, schedule disruption, scrap, premium freight, recovery work, or rising support costs.

3

#### Get an Operational Stability Consult:

Get an outside perspective on where hidden operational drag may be coming from and what stronger predictability could look like across your plant, systems, and support model.

## Why Book an Operational Stability Consult?

- Expose hidden sources of downtime, delay, and avoidable cost
- See where instability may be leaking margin more than expected
- Validate whether current systems and support are helping or holding you back
- Identify practical ways to improve visibility, recovery, and predictability
- Walk away with clearer priorities before making bigger decisions

This consult is a low-pressure way to look more closely at what your scores may be revealing. We'll help you review where instability may be affecting output, delivery, recovery time, or cost control and where better visibility could improve decision-making.

Ready to see where  
instability may be  
costing you?

**Scan to Book Your  
Operational  
Stability Consult**



**No jargon. No pressure. Just a clearer view of what your scores may be telling you.**

# What Manufacturing Leaders Say About 7tech



**“Before partnering with 7tech, our IT support felt limited and slowed parts of our operation more than it helped. Since working with them, our day-to-day workflow runs smoother and more reliably.”**

– Hugh Goldberg, Supply Chain Director, Prytime Medical Devices



**“We had some downtime with our previous IT company, but 7tech made the transition very smooth and they are very responsive.”**

– Paul Brennan, CFO, NAPCO Precast, LLC



**“We don’t worry about IT disrupting production anymore. If you’re a manufacturing company that needs things running without interruption, I’d recommend 7tech.”**

– Garrick Mullen, Systems & Scheduling Manager, Watco Tanks



## **Texas Chiller Systems** manufacturing case study

“Then we moved all existing systems to the new facility over a Friday and Saturday so they were fully operational on Monday morning.”



## **Gomez Floor Coverings** manufacturing case study

“The customer has been able to stay focused on their work and completing customer projects without downtime.”



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