



**Operational Resilience,  
by design.**

# Operational Friction Audit for Scaling Tech Teams

For founders and execs of scale-ups who feel operational friction is limiting their growth and want to focus on building, not firefighting.

A 10–15 minute self-assessment to quantify how much of your operations are powered by key individuals instead of systems.

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## Read This First

### Who This Is For

Tech founders and senior executives (COOs, CTOs, VPs) evaluating operational resilience and scaling challenges. If you're wondering whether your operations can handle 2x growth, this audit is for you.

### What You Get

A quantified view of operational friction across five critical domains: decision architecture, metrics backbone, coordination load, knowledge retention, and execution discipline. Your score reveals whether you're scaling on systems or on heroics.

### How to Use It

Rate each statement honestly on a 0–3 scale. This isn't about aspiration; it's about current reality. Complete all five sections, tally your score, and use the interpretation guide to understand where you stand.

### Scoring Scale

- 0 – Rarely or never true
- 1 – Sometimes true
- 2 – Often true
- 3 – Almost always true

# Operational Friction and Your Operational Tax

## What Is Operational Friction?

Operational friction is the cumulative drag created by unclear accountability, missing infrastructure, coordination overhead, and repeated firefighting. It's the gap between what your team *could* deliver and what they *actually* deliver.

## Symptoms of High Friction

- Decisions stall waiting for the exec team or key stakeholders
- Teams lack visibility into critical metrics or blockers
- The same issues recur quarter after quarter
- Key knowledge lives in one person's head
- Projects slip or require late-stage rework

**Your Operational Tax** is the percentage of organisational capacity consumed by friction rather than forward progress. As you scale, this tax rises—unless you deliberately architect systems to contain it. **Why Operational Friction Compounds**

## Why Operational Friction Compounds

Most scaling challenges aren't technical—they're operational. As headcount doubles, coordination complexity grows exponentially. Without deliberate systems design, your operational tax consumes an ever-larger share of capacity.



The companies that scale successfully don't just grow headcount. They architect the operating system *before* the friction becomes unbearable.

# The Assessment: Sections 1–2

## Section 1 – Decision Bottlenecks and Leadership Load

Rate each statement 0–3, then calculate your subtotal.

Statement	Score (0–3)
Most important decisions can be made without escalating to the leadership team	---
We have clear decision rights documented for recurring operational choices	---
Teams know what they can decide autonomously and what requires approval	---
Senior leadership spends less than 30% of their time on operational firefighting	---
Strategic initiatives progress on schedule without constant exec intervention	---
<b>Section 1 Subtotal</b>	<b>--- /15</b>

## Section 2 – Metrics Backbone and Visibility

Statement	Score (0–3)
We have a single source of truth for key operational metrics	---
Teams can self-serve data without waiting for analysts or engineers	---
Blockers and risks are visible in real time, not discovered in retrospectives	---
We can track dependencies and coordination needs across teams	---
Data quality is high enough that decisions are made with confidence	---
<b>Section 2 Subtotal</b>	<b>--- /15</b>

- **0** – Rarely or never true
- **1** – Sometimes true
- **2** – Often true
- **3** – Almost always true

# The Assessment: Sections 3–5

## Section 3 – Firefighting and Coordination Load

Statement	Score (0–3)
Teams spend more time on planned work than reactive firefighting	---
Cross-functional coordination happens through documented workflows, not ad hoc messaging app (e.g Slack) threads	---
Incidents trigger structured post-mortems (retrospective) with clear action items that get implemented	---
We have meeting cadences and dedicated forums that prevent coordination from becoming constant interruption	---
Urgent issues are resolved without pulling senior leaders into every conversation	---
<b>Section 3 Subtotal</b>	<b>--- /15</b>

## Section 4 – Single Points of Failure and Knowledge Capture

Statement	Score (0–3)
No single person holds irreplaceable knowledge about critical systems or processes	---
Onboarding new hires takes weeks, not months before they can add value, because documentation and systems exist	---
Key processes are documented and codified in centralised locations, not locked in someone's head	---
Teams can operate effectively even when key individuals are unavailable	---
We regularly audit and update documentation to reflect current reality	---
<b>Section 4 Subtotal</b>	<b>--- /15</b>

## Section 5 – Execution Discipline and Rework

Statement	Score (0–3)
Projects are scoped and estimated with clarity; surprises are the exception	---
We ship on time without heroic last-minute efforts or weekend sprints	---
Rework is minimal because requirements and quality standards are clear upfront	---
We conduct regular retrospectives that lead to meaningful process improvements	---
Delivery cadence is predictable enough that stakeholders trust our commitments	---
<b>Section 5 Subtotal</b>	<b>--- /15</b>

- 0 – Rarely or never true
- 1 – Sometimes true
- 2 – Often true
- 3 – Almost always true

# Your Score and Interpretation

## Calculate Your Total Score

Section	Score
Section 1 – Decision Bottlenecks and Leadership Load	___ / 15
Section 2 – Metrics Backbone and Visibility	___ / 15
Section 3 – Firefighting and Coordination Load	___ / 15
Section 4 – Single Points of Failure and Knowledge Capture	___ / 15
Section 5 – Execution Discipline and Rework	___ / 15
<b>Overall Score</b>	<b>___ / 75</b>

## Interpreting Your Results

### 0–25: Held Together by Heroics

Your operations depend on individual effort rather than systems. Growth will amplify pain. Priority: stabilise foundations before scaling further.

### 26–45: Structured but Fragile

You have some systems in place, but they're brittle. Friction is manageable today; at 2x scale, it becomes a bottleneck. Priority: identify and reinforce the weakest points.

### 46–60: Operationally Investable

Strong foundation with identifiable gaps. You can scale, but certain areas will require focused investment. Priority: targeted resilience building.

### 61–75: Deliberately Designed

Your operating system is resilient and scalable. Continued refinement will compound your advantage. Priority: maintain discipline and evolve intentionally.

# What to Do Next

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## Path 1: Work on This Internally

- Share results with your leadership team
- Identify the lowest-scoring section as your starting point
- Run a structured workshop to map gaps and design interventions
- Assign ownership and set a 90-day review cadence

## Path 2: Partner with an Expert

A **Strategic Operations Audit** provides an external, structured assessment of your operational architecture. We diagnose friction points, model your operational tax, and deliver a prioritised roadmap for resilience.

Typical engagement: 3–4 weeks, resulting in a detailed operational blueprint and implementation support.

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## Stop firefighting. Keep building.

[Start a Strategic Operational Audit](#)

[Learn More](#)

Ready to start an operational audit? Contact [contact@galyos.io](mailto:contact@galyos.io)

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## Start Building Resilience Today

### Assess

Use this audit to quantify your current operational friction and identify the highest-leverage areas for improvement.

### Design

Architect bespoke systems that match your growth trajectory, culture, and strategic priorities—not generic frameworks.

### Implement

Build the infrastructure, train the teams, and embed the discipline required for sustained operational excellence.

**Whether you choose to tackle this internally or partner with an expert, the critical step is acknowledging that operational resilience doesn't happen by accident. It's designed.**

# About Galyos

## Operational Resilience, by Design

Galyos partners with scaling tech companies to design and implement resilient operating systems. We avoid process for its own sake and generic frameworks. We engineer operational infrastructure that compounds your competitive advantage.

## Our Areas of Expertise

- **Operational Architecture** – Decision rights, governance, and execution cadence
- **Business Engineering** – Designing workflows, metrics, and systems so experts stop chasing data
- **Commercial & Industrial Resilience** – GTM operations, pilot-to-product-market-fit delivery, and enterprise-grade Corporate Armour

## Founder – Gaspard Duthilleul

I founded Galyos to remove operational friction that limits business performance. With experience in industrial operations and leading global SaaS businesses, I help leadership teams capture their business logic and turn it into systems and processes that make expertise predictable and high-performing.

Previously, as COO of a global AI scale-up, I led operations and commercial teams across 20+ countries, building the frameworks and systems required to scale AI technology in industrial settings and deliver complex contracts.



### Connect

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