KAMAMOJA
CONSULTING

SCORECARD

Digital Transformation Scorecard

Where does your business really stand on digital? Score it in 10 minutes.

For owners and managers who want technology to earn its keep.

24	8	10
questions	dimensions	minutes

INTRODUCTION

Welcome

Going digital isn't about buying more software. It's about running the business better.

This scorecard looks at eight areas, from leadership to innovation, and shows where technology already helps and where you're still running on paper and memory.

Be honest. Nobody is marking this but you.

YOU'LL NEED

10 minutes

Set aside time where you won't be interrupted.

A pen or this file

Tick the boxes on screen, or print the slides.

Your honest view

Answer for the business as it is today.

Why This Matters

1

Digital is part of the supply chain

Digital capability is no longer optional for SMEs taking part in modern supply chains.

2

Tools alone don't transform

Strategy, process, people and data have to move together, or the tools gather dust.

3

Start where you are

You don't need a big budget. You need to know which one change will help most.

HOW IT WORKS

Assessment Overview

WHO IT'S FOR

Owners, managers and programme leads

HOW LONG IT TAKES

About 10 minutes

WHAT YOU DO

Answer 24 questions across 8 dimensions. Tick the box that matches your business today.

WHAT YOU GET

A digital maturity score out of 48 and your three priority moves

ASSESSMENT DIMENSIONS

The 8 Assessment Dimensions

Each dimension has its own slide. Here's what we're checking.

1

Leadership Alignment

Is leadership pulling in one digital direction?

2

Digital Strategy

Is there a plan, or just a pile of tools?

3

Process Maturity

Do your processes run on paper and memory?

4

Data Maturity

Can you see how the business is performing?

5

Technology Maturity

Is your technology secure and reliable?

6

Customer Experience

Is it easy to buy from you?

7

Employee Readiness

Is your team ready to work digitally?

8

Innovation Capability

Do you test new ideas safely?

SCORING METHODOLOGY

How Scoring Works

0 points

Not yet

It doesn't happen

1 point

Partly

It happens, but not reliably

2 points

Yes

It happens consistently

STEP 1

Score each dimension

Add up the points in the box at the top right of each dimension slide.

STEP 2

Add up your total

Carry the dimension scores to the results summary. The total is out of 48.

STEP 3

Read your band

Find your total in the interpretation guide, then start with your lowest dimension.

DIMENSION 1 OF 8

Leadership Alignment

DIMENSION SCORE

____ / 6

Is leadership pulling in one digital direction?

		Not yet (0)	Partly (1)	Yes (2)
1	Leadership agrees on why we are going digital and what it should achieve.	☐	☐	☐
2	A named leader owns digital change.	☐	☐	☐
3	Leaders use the digital tools themselves.	☐	☐	☐

DIMENSION 2 OF 8

Digital Strategy

DIMENSION SCORE

____ / 6

Is there a plan, or just a pile of tools?

		Not yet (0)	Partly (1)	Yes (2)
4	We have a written digital plan tied to business goals.			
5	Digital priorities have budgets and deadlines.			
6	We judge technology by business results, not trends.			

DIMENSION 3 OF 8

Process Maturity

DIMENSION SCORE

____ / 6

Do your processes run on paper and memory?

		Not yet (0)	Partly (1)	Yes (2)
7	Core processes such as quoting, invoicing and scheduling run on digital tools.			
8	Our key processes are documented.			
9	We automate repetitive tasks where we can.			

DIMENSION 4 OF 8

Data Maturity

DIMENSION SCORE

____ / 6

Can you see how the business is performing?

		Not yet (0)	Partly (1)	Yes (2)
10	Our key numbers (sales, cash, delivery) live in one place.			
11	We review a dashboard or report every week.			
12	We make decisions from data, not just gut feel.			

DIMENSION 5 OF 8

Technology Maturity

DIMENSION SCORE

____ / 6

Is your technology secure and reliable?

		Not yet (0)	Partly (1)	Yes (2)
13	We use cloud tools with regular, tested backups.			
14	Every account uses a strong password and two-factor authentication.			
15	We know where customer data is held and we comply with POPIA.			

DIMENSION 6 OF 8

Customer Experience

DIMENSION SCORE

____ / 6

Is it easy to buy from you?

		Not yet (0)	Partly (1)	Yes (2)
16	Customers can find us, enquire and pay without friction.	☐	☐	☐
17	We track every enquiry and respond quickly.	☐	☐	☐
18	We ask for customer feedback and act on it.	☐	☐	☐

DIMENSION 7 OF 8

Employee Readiness

DIMENSION SCORE

____ / 6

Is your team ready to work digitally?

		Not yet (0)	Partly (1)	Yes (2)
19	Staff are trained on the tools they are expected to use.			
20	One person supports the team when tools or processes change.			
21	The team is open to new tools and new ways of working.			

DIMENSION 8 OF 8

Innovation Capability

DIMENSION SCORE

____ / 6

Do you test new ideas safely?

		Not yet (0)	Partly (1)	Yes (2)
22	We run small pilots before committing to big technology spend.	☐	☐	☐
23	We make time to try new ideas, such as design-thinking sessions.	☐	☐	☐
24	We measure pilots and stop what doesn't work.	☐	☐	☐

RESULTS SUMMARY

Your Results Summary

Carry each dimension score across, then add up the column.

Dimension	Your score	Max	Circle one
Leadership Alignment		6	Strong · Developing · Priority
Digital Strategy		6	Strong · Developing · Priority
Process Maturity		6	Strong · Developing · Priority
Data Maturity		6	Strong · Developing · Priority
Technology Maturity		6	Strong · Developing · Priority
Customer Experience		6	Strong · Developing · Priority
Employee Readiness		6	Strong · Developing · Priority
Innovation Capability		6	Strong · Developing · Priority
TOTAL		**48**	*Now find your band on the next slide.*

INTERPRETATION GUIDE

What Your Score Means

Find your total. The band tells you where you stand and what to do first.

0 – 16 points

Digital Starter

Most of your work still runs on people, paper and memory. That's a big opportunity, not a failure.

YOUR FIRST MOVE

Digitise one process and secure your accounts.

17 – 32 points

Digital Builder

You've started. The tools are there but they aren't yet tied to your goals.

YOUR FIRST MOVE

Connect your tools to one weekly dashboard.

33 – 48 points

Digital Leader

Technology is already part of how you win and deliver business.

YOUR FIRST MOVE

Add automation and AI-assisted workflows.

RECOMMENDATIONS

Where to Start

Your lowest-scoring dimension is your starting point. Here's the first move for each one.

Dimension	If this is your lowest score, start here
Leadership Alignment	Agree three digital priorities in one leadership meeting and name an owner for each.
Digital Strategy	Write a one-page digital plan with three priorities, budgets and dates.
Process Maturity	Automate your single most repeated manual task first.
Data Maturity	Choose five numbers that matter and build one simple weekly dashboard.
Technology Maturity	Switch on two-factor sign-in and test a backup restore this month.
Customer Experience	Map the customer journey from first enquiry to payment and fix the biggest delay.
Employee Readiness	Train your team on the tools you already pay for before buying new ones.
Innovation Capability	Run one 30-day pilot on a real problem and measure the result.

NEXT STEPS

Your Next Steps

Turn the score into action. Small, specific and dated beats big and vague.

This week

Pick your three lowest dimensions and write one action for each.

Next 30 days

Complete those three actions. Ask someone to hold you to the dates.

In 90 days

Re-do this assessment. Seeing your score move is the best proof the work is paying off.

Priority	Dimension	The one action I will take	Who	Done by
Priority 1				
Priority 2				
Priority 3				

Want help turning your score into a plan?

A score tells you where you stand. A conversation tells you what to do about it. We'll go through your results with you and map your next steps, free of charge.

Book Your Free Strategy Session →

Book at kamamoja.com

HOW WE CAN HELP

1. **Digital Transformation Advisory**
2. **Enterprise Design Thinking & Innovation Labs**
3. **Generative AI for Small Business**

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Let's talk

The first conversation is free. Bring your score and we'll take it from there.

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