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Recommended After utilizing toolkits from The Art of Service, I was able to identify threats within my organization to which I was completely unaware. Using my team’s knowledge as a competitive advantage, we now have superior systems that save time and energy. As a new Chief Technology Officer, I was feeling unprepared and inadequate to be successful in my role. I ordered an IT toolkit Sunday night and was prepared Monday morning to shed light on areas of improvement within my organization. I no longer felt overwhelmed and intimidated, I was excited to share what I had learned. I used the questionnaires to interview members of my team. I never knew how many insights we could produce collectively with our internal knowledge. I usually work until at least 8pm on weeknights. The Art of Service questionnaire saved me so much time and worry that Thursday night I attended my son’s soccer game without sacrificing my professional obligations. After purchasing The Art of Service toolkit, I was able to identify areas where my company was not in compliance that could have put my job at risk. I looked like a hero when I proactively educated my team on the risks and presented a solid solution. I spent months shopping for an external consultant before realizing that The Art of Service would allow my team to consult themselves! Not only did we save time not catching a consultant up to speed, we were able to keep our company information and industry secrets confidential. Everyday there are new regulations and processes in my industry. The Art of Service toolkit has kept me ahead by using AI technology to constantly update the toolkits and address emerging needs. "I customized The Art of Service toolkit to focus specifically on the concerns of my role and industry. I didn’t have to waste time with a generic self-help book that wasn’t tailored to my exact situation." Many of our competitors have asked us about our secret sauce. When I tell them it’s the knowledge we have in-house, they never believe me. Little do they know The Art of Service toolkits are working behind the scenes. "One of my friends hired a consultant who used the knowledge gained working with his company to advise their competitor. Talk about a competitive disadvantage! The Art of Service allowed us to keep our knowledge from walking out the door along with a huge portion of our budget in consulting fees." "Honestly, I didn’t know what I didn’t know. Before purchasing The Art of Service, I didn’t realize how many areas of my business needed to be refreshed and improved. I am so relieved The Art of Service was there to highlight our blind spots." "Before The Art of Service, I waited eagerly for consulting company reports to come out each month. These reports kept us up to speed but provided little value because they put our competitors on the same playing field. With The Art of Service, we have uncovered unique insights to drive our business forward." Instead of investing extensive resources into an external consultant, we can spend more of our budget towards pursuing our company goals and objectives…while also spending a little more on corporate holiday parties. The risk of our competitors getting ahead has been mitigated because The Art of Service has provided us with a 360-degree view of threats within our organization before they even arise. OSCP Complete Self-Assessment Guide Notice of rights You are licensed to use the Self-Assessment contents in your presentations and materials for internal use and customers without asking us - we are here to help. All rights reserved for the book itself: this book may not be reproduced or transmitted in any form by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the publisher. 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No such use, or the use of any trade name, is intended to convey endorsement or other affiliation with this book. Copyright © by The Art of Service support@theartofservice.com About The Art of Service The Art of Service, Business Process Architects since 2000, is dedicated to helping stakeholders achieve excellence. Defining, designing, creating, and implementing a process to solve a stakeholders challenge or meet an objective is the most valuable role… In EVERY group, company, organization and department. Unless you’re talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, ‘What are we really trying to accomplish here? And is there a different way to look at it?’ With The Art of Service’s Self-Assessments, we empower people who can do just that — whether their title is marketer, entrepreneur, manager, salesperson, consultant, Business Process Manager, executive assistant, IT Manager, CIO etc… —they are the people who rule the future. They are people who watch the process as it happens, and ask the right questions to make the process work better. Contact us when you need any support with this Self-Assessment and any help with templates, blue-prints and examples of standard documents you might need: support@theartofservice.com Included Resources - how to access Included with your purchase of the book is the OSCP Self-Assessment Spreadsheet Dashboard which contains all questions and Self-Assessment areas and auto-generates insights, graphs, and project RACI planning - all with examples to get you started right away. How? 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Get it now- you will be glad you did - do it now, before you forget. Send an email to access@theartofservice.com with this books’ title in the subject to get the OSCP Self Assessment Tool right away. Purpose of this Self-Assessment This Self-Assessment has been developed to improve understanding of the requirements and elements of OSCP, based on best practices and standards in business process architecture, design and quality management. It is designed to allow for a rapid Self-Assessment to determine how closely existing management practices and procedures correspond to the elements of the Self-Assessment. The criteria of requirements and elements of OSCP have been rephrased in the format of a Self-Assessment questionnaire, with a seven-criterion scoring system, as explained in this document. In this format, even with limited background knowledge of OSCP, a manager can quickly review existing operations to determine how they measure up to the standards. This in turn can serve as the starting point of a ‘gap analysis’ to identify management tools or system elements that might usefully be implemented in the organization to help improve overall performance. How to use the Self-Assessment On the following pages are a series of questions to identify to what extent your OSCP initiative is complete in comparison to the requirements set in standards. To facilitate answering the questions, there is a space in front of each question to enter a score on a scale of ‘1’ to ‘5’. 1 Strongly

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