



KACHAPI THE BUSINESS CLINIC

BUSINESSES DETOX CHECKLIST

Four horizontal light blue bars with rounded ends, serving as a checklist template.

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Business Detox Checklist

(Spot and investigate internal toxins that silently weaken your business)

Instructions:

This tool is not just a survey—it requires observation, evidence, and reflection. Use it to act like an investigator: watch, listen, compare what is said vs. what is done, and collect evidence of hidden toxic patterns.

Culture & People

- ☐ Do behaviors contradict stated values? (e.g., 'We value openness' but no one speaks up)
- ☐ Do people use different language in informal vs. formal settings?
- ☐ Are high performers leaving while underperformers stay?
- ☐ Do silos or favoritism block teamwork?

Leadership & Decision Making

- ☐ Do leaders say one thing and do another?
- ☐ Are decisions delayed because no one takes responsibility?
- ☐ Who is consistently left out of decisions—does exclusion show a pattern?
- ☐ Do leaders resist feedback or ignore frontline insights?

Processes & Systems

- ☐ Are outdated, manual steps slowing work down?
- ☐ Is there duplication of effort across teams?
- ☐ Do you find 'shadow workarounds' bypassing the official system?
- ☐ Are mistakes and rework common due to lack of clarity?

Strategy & Focus

- ☐ Do priorities on paper differ from where resources are spent?
- ☐ Are short-term fixes replacing long-term planning?
- ☐ Are strategic initiatives repeatedly stalled due to internal blockage?

Customer & Market Orientation

- ☐ Do recurring complaints show unresolved patterns?
- ☐ Are policies so rigid that frontline staff override them to serve customers?
- ☐ Do products/services lag behind customer needs?

Investigator's Steps (Method/Tool)

- **Shadow Observations:** Watch how teams actually work in meetings, informal chats, or downtime.
- **Artifact Review:** Check meeting minutes, emails, change logs—look for repeated or reversed decisions.
- **Triangulation Interviews:** Ask the same question across levels; compare words vs. reality.
- **Gap Mapping:** Compare stated values/policies with observed practices; mark divergences.
- **Trend Tracking:** Track recurring problems (complaints, rework, delays) over time to spot systemic toxins.