

# Operations Audit Checklist - Mozingo Systems

## DATA HEALTH

- Single source of truth for customer records
- Data entered once instead of copied between systems
- Duplicate and stale record audit completed recently
- Reports agree with each other

## SYSTEM INTEGRATION

- Every tool touching customer or operational data is listed
- Automatic versus manual data sharing is known
- Every re-keyed handoff is visible

## PROCESS DOCUMENTATION

- Core workflows are written down
- A new employee could follow the process
- Weak handoffs between people or systems are known

## ACCOUNTABILITY

- Each system has a clear owner
- Responsibility for bad data is defined
- Someone knows when automation breaks

## AI READINESS

- Data is clean enough for AI-assisted work
- Decision rules are documented
- Repeating manual tasks are identified