The C-suite Governance Maturity Model

01

- Unsystematic entry level, possibly chaotic
- No methods, no formal processes
- Duplicate efforts common
- Weak in response to crisis or minor challenges

02

- Challenges identified
- Word-of-mouth best practices
- Some processes & policies for collaboration exists
- However, Reactive mode common
- Processes run by individual managers in various styles

03

- Partly formal, defined, documented processes
- Some tools and techniques available
- Consisted ways of working, processes and some guidelines exist
- Some collaboration and workflows between functions/departments
- Common org--wide understanding of roles and responsib. in place

04

- Consisted ways of working, processes and basic guidelines exist
- Tools and techniques actively in use & usage analyzed
- All digital tools are chosen with their effect on their users taken into account.
- Focus moves towards productivity and quality

05

- Optimized, digital ways of working & processes
- Fully documented in company guidelines
- Digital, cloud-based tools supporting all the key functions
- Company Governance Model implemented
- Focus on growth, employee satisfaction, customer satisfaction & customer experience

Reactive	Aware	Coordinated	Agile/ Systematic	Optimized/ Digital

CONTRACTZEN®