**Measure the work habits that matter the most**

Transform your team's performance with proven daily habits that deliver real results. Based on experiences from successful MSPs, this scorecard helps you:

* See exactly where your team stands today
* Focus on specific behaviors that drive improvement
* Track progress as you build better habits

**Why These Habits Matter**

MSPs who build these daily habits report:

* Fewer missed SLAs
* Reduced ticket backlogs
* More predictable project delivery
* Less stress for team members
* Better visibility into work status

The scorecard focuses on five key areas that successful MSPs master first. Each area contains specific, observable behaviors your team can start improving today.

**Start Your Assessment**

Take 10 minutes to score your team across these five area (25 points per section). Get immediate insights into:

* Your team's current strengths
* Areas needing attention
* Specific habits to improve
* Clear next steps

**Rate how consistently your team demonstrates these behaviors:**

1 = Never see this behavior  
2 = Occasionally see this behavior  
3 = Often see this behavior  
4 = Usually see this behavior  
5 = Always see this behavior

**1. Board Management** \_\_ /25

\_\_\_ Team members check their board first thing each morning  
\_\_\_ Work status updated in real-time as tasks progress  
\_\_\_ Blockers marked as soon as discovered  
\_\_\_ SLA warnings checked proactively  
\_\_\_ Aging tickets reviewed daily

**2. Queue Management** \_\_ /25

\_\_\_ Backlog groomed daily  
\_\_\_ Ready queue maintained at optimal size  
\_\_\_ WIP limits strictly followed  
\_\_\_ Team members pull next task when ready  
\_\_\_ Work priorities reviewed and adjusted daily

**3. Focus Management** \_\_ /25

\_\_\_ One task worked at a time  
\_\_\_ Team members speak up when overloaded  
\_\_\_ New work declined when at capacity  
\_\_\_ Distractions actively minimized  
\_\_\_ Time logged immediately after work done

**4. Daily Huddle** \_\_ /25

\_\_\_ Team arrives on time and prepared  
\_\_\_ Blockers raised and discussed  
\_\_\_ WIP limit violations addressed  
\_\_\_ Updates kept brief and relevant  
\_\_\_ Actions assigned with clear ownership

**5. Flow Management** \_\_ /25

\_\_\_ Tasks worked to completion once started  
\_\_\_ Work items sized appropriately  
\_\_\_ Dependencies identified early  
\_\_\_ Bottlenecks actively identified and addressed  
\_\_\_ Team swarms on blocked items when needed

**Total all section scores: \_\_\_\_\_ /125**

**Priority Focus Areas**

List your top 5 habits to prioritize:



**Next Steps**

1. Review scores weekly in team huddles
2. Pick one specific habit to improve
3. Check progress after 30 days
4. Adjust and repeat

**Expanded Scoring Descriptions**

**Below 50: Foundation Building Needed**

Your team is in the early stages of adopting Agile practices. Daily habits are inconsistent and work likely feels chaotic. Focus first on basic board usage and daily huddles. Pick one or two specific habits to build over the next 30 days. Common at this stage: missed SLAs, growing backlogs, and team stress from unclear priorities.

**50-74: Basic Habits Forming**

Core habits are starting to take hold but aren't consistent yet. Some team members follow good practices while others don't. Work still gets stuck but you can usually see where. Next steps: standardize practices across the team and focus on queue management habits. You'll likely see ticket counts starting to drop but still have room for improvement.

**75-99: Good Habits with Room to Improve**

Your team has solid Agile practices in place. Work flows relatively smoothly and you can spot issues early. Focus now on fine-tuning flow management and addressing specific bottlenecks. At this stage, you're probably seeing good SLA performance and manageable ticket counts, but still have occasional flow problems.

**100-125: Excellent Daily Habits**

Your team operates at an elite level, consistently demonstrating mastery of core Agile practices. Work flows predictably, ticket backlogs stay minimal, and projects finish reliably. Your team maintains focus without stress, and problems get spotted and fixed before impacting clients.