

Score one process before you buy any AI.

Show me the list of decisions this process runs on. Nobody has it; the Slide3 CDQ Scorecard writes it for one process in twenty minutes, then scores each question it depends on against data you trust. You leave with two things: a coverage ratio and a named list of what is missing. It is the same Answerability Register Slide3 builds inside Fortune 50 risk and commercial functions, compressed to one process of yours.

Two ways to use it. Before we meet: run it and bring the register. After: run it on the next process without us and compare coverage across your portfolio.

C Context: map the decisions (5 min)

Pick one process (claims intake, HCP targeting, underwriting triage, live-ops planning). List the three to five recurring decisions inside it. For each: who makes it, how often, and what is at stake when it is wrong. If you cannot name the decision-maker and the cadence, stop. That is already a finding.

Decision	Owner	Cadence	Stakes when wrong
Example: route a claim to fast-track or full review	Intake supervisor	~200 a day	Leakage on a bad fast-track; cycle time on a bad hold

Q Questions: write what those decisions depend on (5 min)

For each decision, write the two or three specific questions it depends on, the ones your best people answer from experience today. Aim for ten in total. Specific beats strategic: “which PBMs are blocking access, and what unblocks them?” rather than “how is launch going?”

Example, from the decision above: Which claim attributes predicted leakage in the last 12 months? · What share of fast-tracked claims were later reopened? · Which adjusters' holds get overturned most often?

D Data: score each question against data you actually trust (10 min)

Score every question on the next page. For every Partial or Blocked, name the one missing element. That column is the deliverable.

- Answerable Trusted data exists and someone could build the answer today.
- Partial Some data exists, and one specific element is missing.
- Blocked The knowledge lives in people's heads, in email threads, or nowhere.
- Unassessed Not scored yet. It counts against coverage until someone scores it.

In a full engagement, Slide3 runs the same method across every process in the function, against your real sources and owners. This sheet is the compressed version.

The Answerability Register

One row per question. This is the same register Slide3 builds inside Fortune 50 engagements; yours has ten rows.

#	Question	A	P	B	U	Missing element
1		☐	☐	☐	☐	
2		☐	☐	☐	☐	
3		☐	☐	☐	☐	
4		☐	☐	☐	☐	
5		☐	☐	☐	☐	
6		☐	☐	☐	☐	
7		☐	☐	☐	☐	
8		☐	☐	☐	☐	
9		☐	☐	☐	☐	
10		☐	☐	☐	☐	

A Answerable · P Partial · B Blocked · U Unassessed. Tick one per row. An Unassessed row counts as not answerable.

Your coverage ratio

Answerable ÷ 10 = ____ %

What we typically see

70%+

Ready on this process. The open question is prioritization: which answers are worth automating first, and at what cost per resolved question.

40-70%

The typical honest score. Every Partial row's missing element is now your real AI roadmap, cheaper and more specific than any platform pitch you have received.

under 40%

Early for tools. The gap is Context and Data: the knowledge that answers these questions was never captured as data. That is fixable, as an operations project before any software purchase.

One more question, for the rows you marked Answerable: what is your cost per resolved question today? Name who answers it and what that costs in their time. If you cannot price it, you cannot know what AI is worth.

Score one process.

Book 20 minutes with Charles → appliedoperationalai.com/erac

Bring one process; leave with your coverage ratio and your gap list.