

Bestshoring Readiness Health Check™

A Strategic Diagnostic for Freight Forwarding, 3PL, and Logistics Executives

Instructions: Answer each question honestly based on your current state. Mark Y (Yes) or N (No). Total your Yes answers at the end to determine your readiness band.

01 Strategic Clarity

Are you managing today's priorities or yesterday's design decisions?

Has your service delivery model been reassessed against the company's current strategy in the last 24 months?	Y / N
Are you confident the original rationale for your current service delivery model still applies today?	Y / N
Is there a clear trigger process for evaluating when your model needs adjustment or realignment?	Y / N

02 Model Fit and Value

Is your structure delivering value beyond cost reduction?

Are your shared services or BPO partners contributing to business outcomes beyond cost savings (resilience, agility, scalability)?	Y / N
Do you have a clear view of which functions are strategic, transactional, or can be further optimized?	Y / N
Can your delivery model flex to adapt as the business pivots or expands into new markets?	Y / N

03 Talent

Does your people model strengthen or strain service delivery?

Are leadership, internal champions, and delivery teams aligned on objectives and success measures?	Y / N
Do you see signs of cultural friction, high turnover, or resistance that compromise service delivery?	Y / N
Is your talent pipeline designed to meet future needs, including roles that work alongside automation and AI?	Y / N

04 Governance

Is your governance a foundation for agility or a barrier to change?

Are accountability and decision rights clearly defined and consistently enforced across all delivery regions and vendors?	Y / N
Do you have safeguards against vendor lock-in and overdependency on a single location or provider?	Y / N
Are compliance, data security, and technology risk frameworks strong enough to address AI, automation, and emerging digital standards?	Y / N

05 Customer Impact

Does your model enable or hinder the business it serves?

Do your current structures improve decision-making speed and agility in the markets you serve?	Y / N
Are customers (internal or external) experiencing clear benefits in quality, service, or responsiveness?	Y / N
Is your delivery model positioned to support evolving commercial priorities and supply chain realities?	Y / N

06 Digital/AI

Are you positioned to leverage AI, or will it expose your gaps?

Have you embedded automation at scale to eliminate inefficiency and redundancy across global functions?	Y / N
Is your technology stack adaptable and open to new platforms, integrations, and AI-driven solutions?	Y / N
Do you have a defined strategy for how Generative AI and Agentic AI will augment (not replace) your people and processes?	Y / N
Are you confident your governance model addresses the compliance, ethical, and data protection challenges that come with AI?	Y / N
Have you assessed how AI and automation will change the scope, structure, or location of work within your shared services operation?	Y / N

Your Readiness Score

Total Yes Answers:	_____ / 20
Your Readiness Band:	_____

Readiness Bands & Recommended Actions

Score	What It Means	Priority Actions (30/60/90 Days)
16 to 20	Broadly aligned Targeted optimization will unlock additional value.	30: Confirm partner fit and governance checkpoints. 60: Launch one automation or AI first project with a clear KPI. 90: Scale what works; codify playbooks.
11 to 15	Notable vulnerabilities Likely slowing strategic objectives.	30: Run rapid diagnostic on top gaps. 60: Fix critical issues; shortlist right-fit partners. 90: Launch a controlled first project with executive checkpoints.
0 to 10	High risk Structure may be misaligned for current strategy.	30: Conduct full operating-model review. 60: Design future state with ROI-backed roadmap. 90: Begin phased rebuild with change management.

Scoring: Yes = 1 point. Total possible = 20.

Completed your health check?

Schedule a complimentary 45-minute consultation where we walk through your results together with someone who has seen the pattern before.

→ [Schedule your free 45-minute consultation](#)

Date: _____ Company: _____ Assessed by: _____