

TKS SCOPE-BASED MATRIX

	1	2	3	4	5
 PLANT SIZE	1-2 production lines, single shift, 3 departments (e.g., production, logistics, + maintenance)	3-5 lines, two shifts, 4-6 departments (e.g., production, quality, logistics, + maintenance)	6-10 lines, 3 shifts, 6+ departments with interdependencies	Multi-building campus or vertically integrated operation with upstream/downstream complexity	Multiple plant locations involved, or shared services model impacting SOP standardization
 DOCUMENT MATURITY	SOPs exist, and somewhat used on the floor	SOPs exist but are outdated, rarely used, and missing recent changes/upgrades	SOPs are incomplete, inconsistent between shifts/departments	Many SOPs missing; tribal knowledge dominates processes	Resistance toward SOP usage (e.g., "SOP only for audits" culture)
 CULTURAL READINESS	Active process improvement buy-in; clear communication loops	Passive support from leadership; SMEs need low-touch support	Shop floor skeptical; leadership has low visibility into day-to-day processes	Trust gap exists; previous initiatives failed, causing cynicism	Adversarial interfering with transparency and path forward
 PROCESS COMPLEXITY	Standard manual processes, few safety risks (e.g., hand assembly, packaging)	Mix of manual + automated equipment (e.g., PLC-operated machinery, batch processes)	High automation, tight tolerances, frequent changeovers, or regulated industries (FDA, IATF)	Multiple custom systems, software interfaces, or legacy equipment with undocumented logic	Hazardous or cleanroom environments (chemical plants, pharma, semiconductor)
 DEPARTMENT LINKAGE	Functions are siloed with minimal overlap (e.g., separate packaging line)	Shared equipment, or shift handoff procedures require consistency	Daily interactions between 3+ departments impacting throughput or quality	Systems thinking required—many departments co-own critical processes	Rotating teams, or plants under continuous improvement restructuring or audits
 TIMELINE CAPACITY	Flexible timeline; near future initiative	90-day target; steady internal resource availability	60-day target; internal resource constraints emerge	45-day target; Imminent retirement or audit requiring accelerated sprints and tight reviews	Immediate gaps threatening downtime, New hire training done without SOPs
 SME AVAILABILITY	SMEs are pre-identified and have blocked time for collaboration	SMEs available weekly, but unprotected from ad hoc requests	Frequent SME turnover or competing priorities may delay capture	Key knowledge holders may resist engagement or are non-communicative	SMEs are retiring, out on leave, or disengaged; knowledge may vanish mid-project

Each facility varies in complexity and readiness. Pricing is determined by a composite of these seven factors. Use this matrix as a guide when submitting a quote request.