

EOS WEBINAR MODULE 3

Scorecard That Measures Capacity Data Under a Hamiltonian Filter

Entrepreneurial Operating System (EOS) Scorecard
Locked Capacity Metrics & Weekly Truth

Joshua Konkle · Chief of Staff Strategist

What You Will Leave With

Clarity that the Scorecard is the weekly truth system — reviewed in Level 10 (weekly leadership meeting) and able to trigger Identify/Discuss/Solve (IDS)

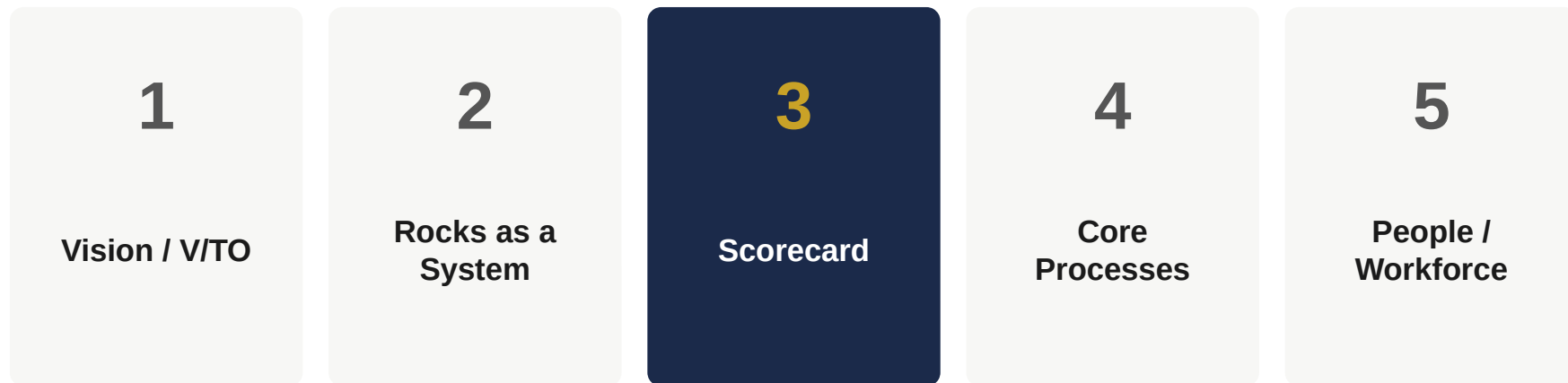
The three locked capacity metrics (verbatim) that belong on the live Scorecard for a named critical seat family

The rule: green cost or fill-rate is not success when any capacity metric is red or missing

Operator ownership and soft hand-off to Rocks (Module 2) and People (Module 5)

Continuing the EOS Series Arc

Scorecard makes capacity visible weekly. Without it, capacity Rocks and seat design stay optional.



Filter on native Entrepreneurial Operating System (EOS) tools — not a claim that EOS practice is the American System.

The Hamiltonian Filter on the Scorecard

We either score strength that compounds or we score cost that can hide weakness.

- 01** **Weekly truth**
Scorecard is reviewed in Level 10 and triggers Identify/Discuss/Solve (IDS) — not only archived after the meeting
- 02** **Operator owners**
Metrics owned by people who can change the number — not only Finance or HR as spectators
- 03** **Capacity metrics live**
Three locked metrics on a named critical seat family appear on the live Scorecard
- 04** **Green cost is not enough**
A green cost/fill line does not equal success when any capacity metric is red or missing

Current Reality

Scorecards heavy on revenue, margin, and fill-rate — light or silent on capacity

Metrics owned by spectators who cannot change seats, pipelines, or process

Green cost coexisting with weak or absent capacity lines for critical seats

Level 10 (weekly leadership meeting) that never Identify/Discuss/Solve (IDS)'s capacity when cost looks fine

Diagnostic Questions

Prefer facts over aspirations. Yes / Partially / No is enough.

1. Is the Scorecard reviewed in Level 10 and does it actually trigger Identify/Discuss/Solve (IDS)?
2. Are metrics owned by operators who can change the number — not only by Finance or HR?
3. For a named critical seat family, are the three locked capacity metrics on the live Scorecard?
4. Does leadership accept that green cost/fill is not success when any capacity metric is red or missing?
5. Can you point to a period where cost looked fine and capacity was already slipping?

Two Competing Scorecard Models

COST / FILL SCORECARD

“If cost and fill are green, we are winning.”

Capacity lines are missing or ignored. Permanent short-cycle temporary or visa labor on critical seats never appears as a red number. Level 10 celebrates the wrong scoreboard.

CAPACITY SCORECARD

“If capacity is red, we are not winning — even when cost is green.”

Three locked metrics live with operator owners. Red capacity triggers Identify/Discuss/Solve (IDS). Cost stays visible but no longer overrules strength.

Locked Capacity Metrics (Verbatim)

For a named critical seat family, put these on the live Scorecard — operator owners, not spectators.

1

Pipeline health for a named critical seat family

2

Retention of institutional knowledge in critical seats

3

Share of critical seats held by long-term American workers

Green cost/fill is not success when any of these is red or missing.

Failure Mode — Wrong Scoreboard

REQUIRED STANDARD

The Scorecard does not treat cheap fill-rate or headcount speed as a win when critical seats remain on permanent short-cycle temporary or visa labor design.

What you score is what the organization optimizes.

Missing capacity metrics make weakness invisible until knowledge is already gone.

Put the three locked metrics live; name operator owners; IDS red capacity even when cost is green.

Level 10 + Identify/Discuss/Solve (IDS)

Level 10 is the weekly leadership meeting. IDS is Identify, Discuss, Solve — the problem-solving path when a number is off.

01 **Review capacity lines**

Capacity metrics are on the same Scorecard pass as cost and activity — not a separate optional appendix

02 **IDS red capacity**

When a capacity metric is red and cost is green, Level 10 still Identify/Discuss/Solve (IDS)'s the capacity gap

03 **Operator, not spectator**

Owner on the Scorecard can change pipeline, seats, or process — not only report the number

04 **Link Rocks and People**

One-line ties to a Rock (Module 2) and the named seat family (Module 5)

Three Highest-Leverage Moves

1

Put the three live

For one named critical seat family, add the three locked capacity metrics (verbatim) to the live Scorecard with operator owners.

2

Separate the scoreboard

Annotate which lines are cost/fill and which are capacity. Agree green cost is not success when capacity is red.

3

IDS once on purpose

In the next Level 10, Identify/Discuss/Solve (IDS) a capacity gap even if cost is green. Document it.

From Scorecard Into the System

**Vision/Traction Organizer (V/TO) → Rocks → Scorecard
→ Core Processes → People**

What you score weekly is what the organization protects.

*Operating in the United States is not workforce-neutral.
Seat design either builds lasting productive capacity or rents weakness.*

Next: free companion (diagnostic + 90-day outline) · Module 4 Core Processes · paid 90-Day Sprint for deeper execution support.

Joshua Konkle · @7SwanSwimming · 512-423-5448 · joshua@digitalknowledge.net