

Get Your Company Phone Ready Before Day One

Onboarding Readiness Scorecard

A smooth onboarding doesn't start when the phone ships — it starts with a complete request, and doesn't end until the employee opens a protected, configured device on day one. This scorecard benchmarks your process against that standard.

How to use this: Rate each item **Always (2)** · **Sometimes (1)** · **Rarely/Never (0)**. Add up your points and check the score guide below.

01 The Request Is Complete Before Work Begins

Every request captures the core details up front — name, start date, device, full address, phone number, department/budget code.

○ ALWAYS ○ SOMETIMES ○ RARELY

Requests are validated before action is taken — address, user, billing info, device confirmed first.

○ ALWAYS ○ SOMETIMES ○ RARELY

A missing unit number can send a phone back to the warehouse — a small request gap can add days, a second shipment, and extra cost.

02 Inventory Is Checked Before Anything Is Ordered

Existing inventory and suspended lines are reviewed first, before buying or activating new.

○ ALWAYS ○ SOMETIMES ○ RARELY

Inventory visibility is easy, not manual — no digging through spreadsheets, emails, or portals.

○ ALWAYS ○ SOMETIMES ○ RARELY

03 The Device Arrives Ready to Work

- ☐ Carrier activation
- ☐ SIM/eSIM configured
- ☐ MDM enrolment
- ☐ Required apps installed
- ☐ Email set up
- ☐ Security configuration applied
- ☐ Case included
- ☐ Screen protector included
- ☐ Shipping/tracking sent
- ☐ Requester notified when order submitted

04 Status Is Visible Without Having to Ask

Requesters can see where an order stands at any point, without following up.

○ ALWAYS ○ SOMETIMES ○ RARELY

Your Score: / 10 (5 scored items x 2 pts)

0–4 · Reactive
Runs on last-minute effort; delays likely.

5–7 · Developing
Foundational pieces exist; gaps remain.

8–10 · Strong
Dialed in — keep monitoring as things scale.