

Δ .72 Coherence Engine™

Sample Coherence Audit Report

Client: Mid stage SaaS organization (Sample)

Engine version: v Δ .72.1 · Demonstration only

Note: All numbers, patterns, and insights are fictional and provided as an illustrative example.

Executive Summary

System snapshot

- **Coherence score:** 0.82
- **Margin at risk:** \$2.4M per year
- **Incoherent flows identified:** 7
- **Drift hot zones:** Sales, Operations, Customer Support
- **High leverage moves:** 5 recommended interventions

The Δ .72 Coherence Engine reads the organization as a single coherent field, not a collection of disconnected metrics. This sample audit indicates a broadly functional system that is quietly leaking margin through correctable incoherent flows.

System Overview

System type

- B2B SaaS (subscription model)
- 60–100 employees
- Functions in scope: Sales, Onboarding, Support, Product, Engineering, Finance

Inputs used

- Process maps (Sales, Onboarding, Renewals, Escalations)
- Aggregated financials
- Qualitative pattern interviews
- Existing dashboards and KPIs
- Organizational changes and strategy history

The Engine does not repackage KPIs. It measures coherence between strategy, structure, incentives, and lived reality.

Coherence & Drift Overview

Coherence Score

- Overall score: **0.82** on a 0–1 scale
- Interpretation:
 - Above 0.80 = stable but leaking energy
 - Below 0.90 = meaningful incoherence affecting margin

Margin at Risk

Estimated annual margin leakage: **\$2.4M** from:

- Failed or inconsistent handoffs
- Misaligned incentives
- Shadow processes and rework
- Customer churn rooted in incoherent flows

Drift Patterns

Coherence declined over the past 12 months due to:

- Rushed product launch
- Organizational restructures
- Strategy shifts without structural integration

Top Incoherent Flows

4.1 Handoff Gap · Sales → Onboarding

Tag: High impact · Structural

What the Engine sees:

- Deals sold with incomplete implementation context
- Onboarding reconstructs missing information
- Misalignment begins before day one

Coherence impact: Misalignment between promise and delivery.

Estimated margin impact: \$800K – \$1.1M per year

4.2 Support Load Not Feeding the Roadmap

Tag: Structural · Hidden loop

Recurring support issues do not translate into product improvements.

Estimated margin impact: \$400K – \$600K per year

4.3 Incentives Misaligned with Retention

Tag: Incentive misalignment

Sales incentives favor new ARR over sustainable accounts.

Estimated margin impact: \$500K – \$700K per year

4.4 Shadow Renewal Process

Tag: Hidden loop · Process

No stable, coherent renewal flow across Sales, Success, and Finance.

Estimated margin impact: \$300K – \$500K per year

High Leverage Moves

Move 1 · Formalize Sales → Onboarding Handoff

Create a single coherent handoff ritual capturing required context before “Closed Won.”

Outcome: Faster time to value, fewer early escalations.

Move 2 · Convert Support Patterns into Roadmap Inputs

Cluster recurring issues and allocate product time for coherence repairs.

Outcome: Lower repeated load, increased product coherence.

Move 3 · Align Incentives with Retention

Update compensation and unify success signals across teams.

Outcome: Lower churn, increased stability.

Move 4 · Visible, Coherent Renewal Flow

Create shared renewal stages, owners, and timelines.

Outcome: Predictable revenue, fewer surprises.

Move 5 · Monthly Coherence Review

Track coherence score, drift, and margin at risk as a leadership rhythm.

Outcome: Early detection, long term resilience.

Implementation Roadmap (Sample)

Days 1–30

- Map processes
- Align leadership on coherence priorities

Days 31–60

- Launch handoff ritual
- Start Support→Product coherence loop
- Pilot renewal flow

Days 61–90

- Run 3 Coherence Reviews
- Compare updated coherence score and drift

About the $\Delta.72$ Coherence Engine™

The Engine:

- Measures how your system is actually behaving
- Surfaces incoherent flows across incentives, structure, and strategy
- Estimates margin at risk and stabilizing interventions
- Provides a living dashboard of coherence patterns over time

Next Steps

For real audits or licensing:

Email: coherencedashboard@gmail.com

Please include:

- Name and company

- Approximate system size
- What feels incoherent right now
- Developer, Professional, or Enterprise interest