

SOSP LOCALIZATION AUDIT FRAMEWORK

What to keep global vs. what to redesign for Vietnam across 4 operational dimensions.

HOW TO USE
 For each dimension:
 (1) read the failure signal, does this match what you're seeing?
 (2) Answer the audit question honestly.
 (3) Mark GAP = Y if your current system doesn't fit the Vietnam context.
 Start your fix with the highest-gap dimension, use the sequence in the priority row.

DIMENSION	KEEP GLOBAL <i>Works across markets (do not change)</i>	ADAPT LOCALLY <i>Must be redesigned for Vietnam context</i>	FAILURE SIGNAL <i>How you know this dimension is misaligned</i>	AUDIT QUESTION <i>Answer honestly (based on current reality)</i>	GAP? Y / N
01 DECISION CULTURE <i>How decisions get made</i>	<ul style="list-style-type: none"> + Decision authority tiers (who can decide what) + Escalation triggers: which decisions require upward sign-off + Documentation of decisions made 	<ul style="list-style-type: none"> >> Decision timeline expectations: build in more consultation time >> Meeting format: replace "decide in room" with "align before, confirm in meeting" >> Consensus-signaling steps before formal sign-off 	<i>The team takes longer than expected to decide, or decisions get made informally outside the official process.</i>	Does your current governance timeline assume decisions happen at the speed and style of your home market or the actual speed of your Vietnam team?	Y N
02 COMMUNICATION NORMS <i>How information flows up, down & across</i>	<ul style="list-style-type: none"> + Required reporting content and frequency + Escalation thresholds: what must surface to leadership + Documentation and record-keeping standards 	<ul style="list-style-type: none"> >> Escalation path design: create low-cost ways to surface problems (written, 1-on-1, anonymous) >> Feedback mechanism: indirect channels alongside direct ones >> Meeting norms: who speaks, in what order, how disagreement is expressed 	<i>Problems surface late, or only when they've become crises. The team says everything is fine until it isn't.</i>	Does your current escalation design require someone to do something socially costly (public disagreement, direct criticism of a peer) to send important information upward?	Y N
03 ROLE EXPECTATIONS <i>What people understand their job to be</i>	<ul style="list-style-type: none"> + Outcome definition: what the role must produce + Decision rights assigned to the role + Performance metrics and review cadence 	<ul style="list-style-type: none"> >> Initiative scope: be explicit about what acting without direction looks like vs. requires permission >> Problem-solving expectation: define "bring a solution" vs. "flag the problem" by situation type >> Onboarding depth: more structured guidance in early months before autonomous execution 	<i>Role-holders complete tasks correctly but don't proactively identify or solve adjacent problems. "Waiting for instructions" as default mode.</i>	Do your role designs assume a level of autonomous initiative that your team hasn't been set up structurally to exercise yet?	Y N
04 ACCOUNTABILITY STRUCTURE <i>What creates reliable follow-through</i>	<ul style="list-style-type: none"> + KPIs and output metrics: what gets measured + Review frequency and reporting format + Consequence framework: what happens when targets are missed 	<ul style="list-style-type: none"> >> Public vs. private performance tracking: individual metrics reviewed 1-on-1 before group settings >> Recognition design: team-level recognition alongside individual; relationships as motivator >> Accountability conversation format: coaching framing over evaluation framing 	<i>KPI dashboards are maintained but don't drive behavior. Performance reviews feel compliant rather than developmental. Numbers look fine; execution quality doesn't match.</i>	Does your accountability mechanism work with what actually motivates reliable performance in your team's context or does it assume a different motivational framework?	Y N
PRIORITY	Start with the dimension where you marked GAP = Y AND where failure signals are most visible in your current operation.			Fix sequence: Decision Culture >> Communication Norms >> Role Expectations >> Accountability Structure	GAPS ___ / 4