



EMCI

ENTERPRISE MATURITY &
CAPABILITY INDEX

DIAGNOSTIC REPORT EMCI

Business Maturity,
Human Capability and
Artificial Intelligence



Company / Client



Unit / Project



Version
1.0



Date
2026

01 Executive summary



N3 · Defined

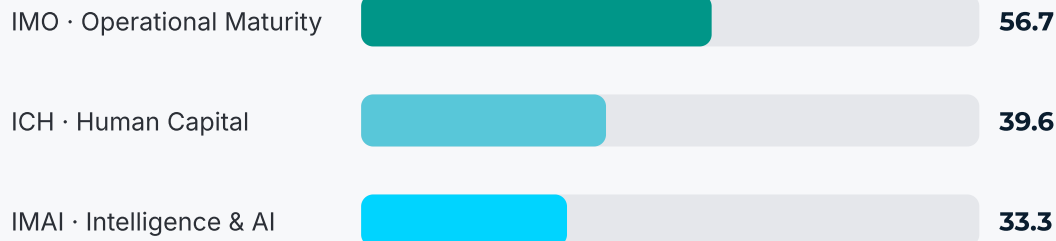
EMCI INDEX

Maturity level: **N3 — Defined**

Measure defined processes and introduce indicators.

48 items answered (100%).

MODULE INDICES



DOMAIN MAP

■ N1 · Initial
 ■ N2 · Developing
 ■ N3 · Defined
 ■ N4 · Managed
 ■ N5 · Innovating

D01 67 N4	D02 58 N3	D03 58 N3	D04 42 N3	D05 75 N4	D06 42 N3	D07 67 N4	D08 50 N3
D09 42 N3	D10 67 N4	D11 42 N3	D12 42 N3	D13 33 N2	D14 33 N2	D15 33 N2	D16 33 N2

02 The EMCI method

EMCI measures the organization's management maturity across 16 domains, grouped into 3 modules: IMO (Operational Maturity, D01–D10), ICH (Human Capital, D11–D13) and IMAI (Intelligence & AI, D14–D16). Each item is answered on a 1-to-5 frequency scale.

Each domain's score is $\text{dom} = ((\text{avg} - 1) / 4) \times 100$, from 0 to 100. IMO is the simple average of D01–D10; ICH and IMAI weight their domains at 0.40 / 0.35 / 0.25. The overall index combines the modules: $\text{EMCI} = \text{IMO} \times 0.40 + \text{ICH} \times 0.35 + \text{IMAI} \times 0.25$. Unanswered items are ignored (no penalty).

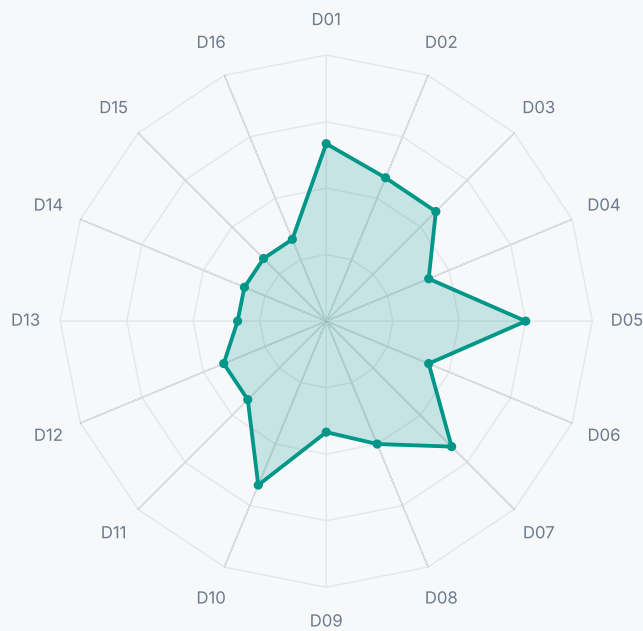
MATURITY LEVELS

N1 • Initial	0–20	Initial — ad hoc, people-dependent practices.
N2 • Developing	20–40	Developing — emerging, still inconsistent practices.
N3 • Defined	40–60	Defined — standardized and documented processes.
N4 • Managed	60–80	Managed — processes measured and controlled by indicators.
N5 • Innovating	80–100	Innovating — continuous improvement and competitive advantage.

$\text{EMCI} = \text{IMO} \times 0,40 + \text{ICH} \times 0,35 + \text{IMAI} \times 0,25$ · $\text{dom} = ((\text{média} - 1) / 4) \times 100$ · Auditable
 method: METODOLOGIA-AUDITORIA-EMCI

03 Company findings

Reading of this organization's results by domain and module.



STRENGTHS (HIGHER MATURITY)

People and Talent Management (D05)	75
Leadership and Governance (D01)	67
Technology and Data (D07)	67
Continuous Improvement and Innovation (D10)	67
Strategy and Planning (D02)	58

OPPORTUNITIES (LOWER MATURITY)

AI Competencies (D16)	33
AI Governance and Ethics (D15)	33
Strategic AI Adoption (D14)	33
Organizational Conduct (D13)	33
Transversal Competencies (D12)	42

Quick read: Module IMO leads (57); IMAI is the priority focus (33). The lowest maturity is D16 — AI Competencies (33), the starting point for The Company Brain automations.

03 Domain detail

Each domain receives a score from 0 to 100 and a level (N1–N5). Below, what each domain assesses, the score obtained, the level reached and the range that defines it.

IMO · OPERATIONAL MATURITY

D01	Leadership and Governance	67 · N4
	<i>executive leadership · governance structures · team leadership</i>	
	N4 · 60–80 — Managed — processes measured and controlled by indicators.	
D02	Strategy and Planning	58 · N3
	<i>strategic formulation · alignment · execution and review</i>	
	N3 · 40–60 — Defined — standardized and documented processes.	
D03	Process Management	58 · N3
	<i>documentation · standardization · improvement and control</i>	
	N3 · 40–60 — Defined — standardized and documented processes.	
D04	Project Management	42 · N3
	N3 · 40–60 — Defined — standardized and documented processes.	
D05	People and Talent Management	75 · N4
	<i>attraction and selection · development · engagement and retention</i>	
	N4 · 60–80 — Managed — processes measured and controlled by indicators.	
D06	Organizational Culture	42 · N3
	<i>values and behaviors · internal communication · climate and learning</i>	
	N3 · 40–60 — Defined — standardized and documented processes.	
D07	Technology and Data	67 · N4
	<i>infrastructure · data usage · security and governance</i>	
	N4 · 60–80 — Managed — processes measured and controlled by indicators.	
D08	Financial Management	50 · N3
	<i>budget planning · control · financial strategy</i>	
	N3 · 40–60 — Defined — standardized and documented processes.	
D09	Customer and Market	42 · N3
	<i>voice of the customer · market intelligence · value proposition</i>	
	N3 · 40–60 — Defined — standardized and documented processes.	
D10	Continuous Improvement and Innovation	67 · N4
	<i>organizational learning · experimentation · systematic innovation</i>	
	N4 · 60–80 — Managed — processes measured and controlled by indicators.	

03 Domain detail — ICH · Human Capital & IMAI · Intelligence & AI

ICH · HUMAN CAPITAL

D11 **Technical Competencies** **42 · N3**
technical mastery of the role · practical application · continuous development
N3 · 40–60 — Defined — standardized and documented processes.

D12 **Transversal Competencies** **42 · N3**
communication · collaboration · situational leadership · adaptability
N3 · 40–60 — Defined — standardized and documented processes.

D13 **Organizational Conduct** **33 · N2**
reliability · honest communication · contribution to culture
N2 · 20–40 — Developing — emerging, still inconsistent practices.

IMAI · INTELLIGENCE & AI

D14 **Strategic AI Adoption** **33 · N2**
vision and use cases · business integration · resources and enablement
N2 · 20–40 — Developing — emerging, still inconsistent practices.

D15 **AI Governance and Ethics** **33 · N2**
usage policies · data protection · compliance and review
N2 · 20–40 — Developing — emerging, still inconsistent practices.

D16 **AI Competencies** **33 · N2**
tool usage · critical evaluation of outputs · strategic contribution
N2 · 20–40 — Developing — emerging, still inconsistent practices.

04 Recommendations

Capability priorities derived from the lowest-maturity domains. The tracks below are the ones The Company Brain's engine activates for this profile.

EXECUTIVE SUMMARY

The EMCI assessment of Clínica Saúde Integral Ltda., a medium-sized clinic in the Health sector, reveals an overall score of 44.9 with specific domain scores including IMO at 56.7, ICH at 39.6, and IMAI at 33.3 on a scale of 0-100. The clinic demonstrates strengths in Talent Management (D05), Leadership & Governance (D01), Technology & Data Usage (D07), and Continuous Improvement & Innovation (D10). However, critical areas requiring immediate attention include the lack of skills related to AI (D16) and Ethical & Governance Practices in AI (D15), strategic IA deployment (D14), Organizational Ethics (D13), and Cross-sectoral Competencies (D12).

Enhance Artificial Intelligence Capabilities and Ethical Practices

High

IMAI

The clinic has a critical gap in developing both the technical skills necessary to leverage AI effectively and the ethical framework required for its deployment. With a score of 33, D16 (AI Skills) and D15 (Ethical & Governance Practices in AI) indicate a significant risk.

Develop comprehensive training programs targeting current staff to improve their understanding and implementation capabilities related to AI technologies, while simultaneously establishing internal policies that address privacy, data governance, compliance, stakeholder management, and organizational ethics.

- Define strategic goals for the development of AI applications in healthcare services
- Implement specialized training on ethical use and security protocols for AI systems
- Establish an advisory committee overseeing legal & regulatory implications concerning AI deployment

Horizon: 18
Months

KPIs: Training Completion Rate (%) · Reduction in Privacy Violations Reporting ·
Regulatory Compliance Score (out of 10)

04 Priorities

Strategic Deployment of AI for Continuous Improvement

Medium
IMAI

Current efforts are lacking in strategic planning and long-term vision regarding the integration of advanced technologies such as machine learning models to enhance business operations. Weakness in domain D14 (Strategic IA Deployment) underscores an impending challenge.

Integrate AI solutions into core processes for improved automation, data analysis capabilities, and operational efficiency. Develop roadmaps that outline specific milestones towards achieving a more technologically driven yet ethical organization.

- Conduct market research to identify potential areas of competitive differentiation through advanced analytics
- Develop prototypes or pilot projects to test AI applications in diverse business units
- Formulate strategic partnerships with technology providers for cutting-edge solutions

Horizon: 12
Months

KPIs: Number of AI Projects Launched (%) · Improvement in Operational Efficiency Index (OEI) · Customer Satisfaction Levels Increase (% point)

Organizational Ethics and Culture Transformation

High
IMAI

Significant weaknesses are present in fostering a culture that adheres to ethical principles, transparency, accountability, innovation encouragement, risk management, employee conduct adherence, leadership commitment to integrity, performance metrics focused on morality, and social responsibility initiatives in line with organizational values. Domain D13 (Conduct) is particularly weak at 33.

Initiate cultural transformation programs within the organization emphasizing a robust ethical framework. Engage all levels of staff through awareness campaigns, training sessions, employee participation opportunities, leadership example setting, performance review alignment with professional morality, and social responsibility goals integration into daily operations.

- Launch comprehensive ethics education modules
- Create task forces for specific cultural reform initiatives
- Incorporate ethical conduct criteria in performance evaluations

Horizon:
24 Months

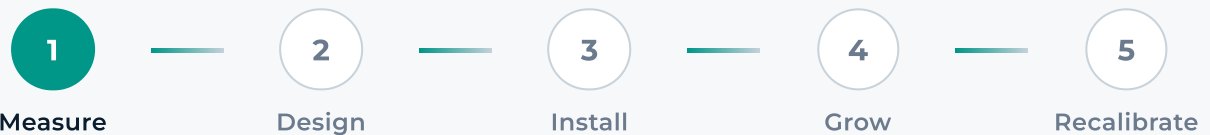
KPIs: Percentage of Employees Reporting Ethical Conduct Incidents · Improvement of Employee Engagement Scores · Increase in Customer Trust and Loyalty Indicators (%)

05 Inputs for The Company Brain

How these results feed The Company Brain:

- The maturity level sets the agent's POSTURE: **N3** → measure defined processes and introduce indicators.
- The recommended tracks are ACTIVATED in the client's profile.
- The lowest-scoring domains become the priority FOCUS of automations and follow-up.

THE COMPANY BRAIN JOURNEY



EMCI is the **Measure** stage — the baseline that guides design, install and recalibration.

RECOMMENDATIONS

- governanca-dados
- gestao-processos-clinicos
- capacitacao-equipe
- adocao-ia-operacional
- indicadores-desempenho

06 Validation & provenance

Data validating the provenance and integrity of this diagnostic.

CLIENT

Clínica Saúde Integral Ltda.

DIAGNOSTIC CODE

DEMOEN

CREATED

2026-06-27 13:10

RESPONSE TIME

2d 9h

SIZE

media

RESPONDENT

João Silva

TERMINAL

MASTER00000

COMPLETED

2026-06-29 22:22

COMPLETENESS

48/48 · 100%

DELIVERY · TRACK

operacoes · —

Auditable method: METODOLOGIA-AUDITORIA-EMCI · Provenance: DEMOEN @
MASTER00000 · TCB-0001