THINKING IN SYSTEMS · METHOD

One-page workflow

One job, five to nine steps, one owner for each. Run it on real cases next to the old way, then revise.

THE JOB

Job
One sentence

Who it is for
And what they get

Starts when
The trigger

Done when
A result you can point to

THE NORMAL PATH

5 to 9 steps. Each one a verb and an object, such as "create the account."

#	STEP	OWNER (ONE NAME OR ROLE)	TIME IT SHOULD TAKE
1			
2			
3			
4			
5			
6			
7			
8			
9			

TOP THREE EXCEPTIONS

Anything not listed goes to the job's owner, who decides.

WHAT DOES NOT FIT	WHAT HAPPENS	WHO DECIDES	HOW LONG IT MAY WAIT

APPROVALS

Someone is always next in line.

WHAT NEEDS APPROVAL	APPROVER	DELEGATE WHEN AWAY	TIME LIMIT, THEN WHAT

PILOT LOG

3 to 5 real cases, next to the old way. Change one thing at a time.

CASE AND DATE	WHAT GOT SKIPPED	WHERE WORK WAITED	WHAT PEOPLE WORKED AROUND	WHAT I CHANGED

Owner of this workflow:

Next review date: