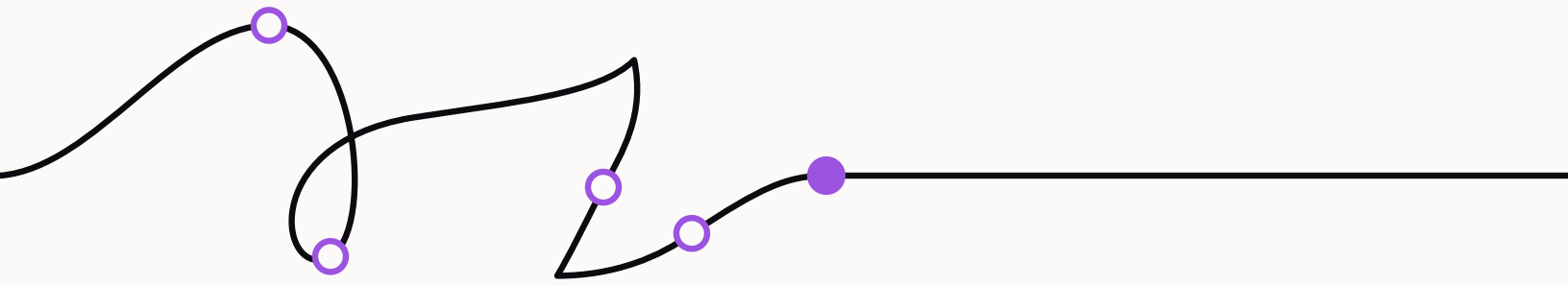
A TEN-MINUTE SELF-ASSESSMENT

The Workflow Check

Find the work that should not be this hard, and cost it with your own numbers.

Choose one piece of work that your team repeats: an order, an approval, a report, a booking or a project update. Follow it from the first request to the finished result.

You do not need a requirements document. You need someone who actually does the work. Twelve questions, one worksheet and a first move you can discuss with your team.



For owners and managers • Twelve questions • One worksheet • No sign-up to read it

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Follow one piece of work.

Name it, then map up to six steps. Ask the people doing the work to correct the map before you draw a conclusion.

The work _____

It starts when _____

It is finished when _____

The person who owns the result _____

Under each step write who acts, which record they use, where it waits and what makes it ready for the next person. Tick the box wherever the same detail is typed again.

1

WHO ACTS

RECORD THEY USE

WHERE IT WAITS

READY WHEN

☐ Typed again

2

WHO ACTS

RECORD THEY USE

WHERE IT WAITS

READY WHEN

☐ Typed again

3

WHO ACTS

RECORD THEY USE

WHERE IT WAITS

READY WHEN

☐ Typed again

4

WHO ACTS

RECORD THEY USE

WHERE IT WAITS

READY WHEN

☐ Typed again

5

WHO ACTS

RECORD THEY USE

WHERE IT WAITS

READY WHEN

☐ Typed again

6

WHO ACTS

RECORD THEY USE

WHERE IT WAITS

READY WHEN

☐ Typed again

EXAMPLE An order arrives in a chat, is copied to a sheet, is sent to the team, and is reconciled at close.

Twelve questions.

For each statement, tick how often it happens in this piece of work. Unknown is a prompt to observe, not a zero.

STATEMENT	RARELY 0	SOMETIMES 1	OFTEN 2	UNKNOWN
RECORDS				
1. The same detail is entered in more than one place.	☐	☐	☐	☐
2. Two records disagree about the same piece of work.	☐	☐	☐	☐
3. A report has to be rebuilt before someone trusts it.	☐	☐	☐	☐
HANDOFFS				
4. A handoff waits until someone chases it.	☐	☐	☐	☐
5. People cannot tell who should make the next decision.	☐	☐	☐	☐
6. Status can only be found by asking around.	☐	☐	☐	☐
KNOWLEDGE				
7. One person's absence prevents the work moving.	☐	☐	☐	☐
8. The reason for a decision disappears in a chat or inbox.	☐	☐	☐	☐
9. A new colleague has to learn by finding the right person.	☐	☐	☐	☐
IMPROVEMENT				
10. A new tool added steps without removing old ones.	☐	☐	☐	☐
11. Exceptions have no agreed owner or route.	☐	☐	☐	☐
12. Nobody checks whether a change made the work easier.	☐	☐	☐	☐

Read the pattern.

Add the answered scores. Your total reads out of 24 once all twelve questions are answered. If an answer is unknown, record it and collect a sample before scoring.

Total ____ / 24

Compare scores only for the same workflow and the same questions.

0 to 7

Fewer visible friction points

Check whether the process is simple or the friction is hidden.

8 to 15

Recurring workarounds

Choose the most frequent problem and observe it.

16 to 24

Held together by hand

Map the work with its owner before adding another tool.

Records	Handoffs	Knowledge	Improvement
__ / 6	__ / 6	__ / 6	__ / 6

The one answer we most want to change _____

Why it matters _____

The bands are a guide for discussion with your team. A low total does not override one serious control or service problem.

Cost the repeated effort.

Observe a typical cycle. Record how often it happens in a month, the avoidable minutes each role spends on it, and each role's agreed loaded hourly cost.

THE ARITHMETIC

Monthly time cost = occurrences a month × the sum of (avoidable minutes ÷ 60 × hourly cost) for each role

Times it happens in a month _____

ROLE	AVOIDABLE MINUTES EACH TIME	LOADED HOURLY COST	MINUTES ÷ 60 × COST

Our monthly handling time cost _____

EXAMPLE 40 occurrences × (15 minutes ÷ 60) × USD 12 per hour = USD 120 a month of handling time. The figures are made up to show the arithmetic; they are not a client result or a quotation.

Our source and date _____

Costs not yet measured, such as errors or delays _____

Include only repeated effort you actually observed, count each person's minutes once, and keep waiting time separate from handling time. Released time becomes a benefit only when the organization uses it well.

Choose the first move.

More than one answer may apply. Choose one bounded improvement you could test without putting the work at risk.

- [ ] Can clearer ownership solve it?
- [ ] Can a tool you already have do it?
- [ ] Could an existing platform cover the need?
- [ ] Do useful systems need connecting?
- [ ] Is an industry extension or a custom application required?
- [ ] Is a separate solution the better fit?

Owner of the improvement _____

Baseline today _____

Result we could observe _____

People affected _____

Review date _____

Access and approvals required _____

Keep the old process recoverable while the new one is tested. If the benefit is smaller than the cost or disruption, leave it alone or choose a smaller change.

NOTES

Your working brief.

Gather what you found into one page you can discuss with your team, or bring to a first conversation.

The work _____

The people who carry it _____

Where it waits or gets repeated _____

The tools worth keeping _____

The evidence we can share safely _____

The decision we need to make _____

Gizzada studies how work moves, shapes the better way with the people who own it, then builds, integrates or configures what the work needs. You can discuss the problem before deciding on anything, and the scope, price and first move are agreed in writing before delivery begins.

Bring your brief to **gizzadasoftware.com/consult**

Keep confidential customer, employee and financial records out of the first message. Start with an anonymized example.