



V · A value scan of one workflow

BEFORE YOU WRITE

What is the move of this letter, in your own words? Say it, then start.

Workflow name

Pick one piece of work your organisation does often, where you feel the friction most.

e.g. Subsidy application review, intake to decision letter

Why this workflow

What is the current frustration with it? Two or three sentences.

THE STEPS AS THEY ACTUALLY HAPPEN

List them in order. Be honest, not aspirational. If reality has nine steps, write nine.

1

2

3

4

5

6

7

8

9

FOR EACH STEP, MARK ONE

O = obsolete with current AI R = could be redesigned U = untouched, should stay

1

☐ O ☐ R ☐ U

2

☐ O ☐ R ☐ U



3		☐ O ☐ R ☐ U
4		☐ O ☐ R ☐ U
5		☐ O ☐ R ☐ U
6		☐ O ☐ R ☐ U
7		☐ O ☐ R ☐ U
8		☐ O ☐ R ☐ U
9		☐ O ☐ R ☐ U

Where does value actually sit?

The one step where redesign would produce the biggest gain.

The political constraint

Who owns that step? What conversation would you need to have?

THE FIRST MOVE

When (a date or trigger this month)

I will (one specific action)

With (the person who owns the step)

How likely is this, 1–10?

 If below 7, what moves it one point?

Done when: *A colleague could read this sheet and name your workflow, your highest-leverage step, and your first move without asking you.*