



ONE OF FOUR BLANK TOOLS

Operational Flow Map

Walk one job from first contact to paid. Mark every stage that runs on a person remembering instead of a system enforcing. The manual rows are where it leaks.

STAGE	OWNER	ENTRY TRIGGER	SYSTEM OR MANUAL?	WHAT HAPPENS IF IT'S MISSED
<i>Lead Intake</i>	<i>Sales admin</i>	<i>Form submission</i>	<i>Partial — manual</i>	<i>Leads sit unassigned</i>

This is 1 of 4 lenses in the STACKED Operating System Self-Assessment. Each one shows you a different way your business depends on you instead of your systems.

If you want to look at this properly, the next step is an operational assessment. **It's a free Diagnosis Call** — we map where your business runs on people instead of structure, and what it would take to change that.