

Executive decision brief

SYNTHETIC SAMPLE | Fictional data. No client results or promised outcomes.

80 h

Monthly capacity gap

The service demand to address

3

Options to evaluate

Redeploy, add capacity, redesign

Pilot first

Recommended next step

Temporary priority coverage

PROPOSED DECISION

Authorize a bounded workflow redesign pilot with temporary priority coverage.

VALIDATE THE ASSUMPTION

Test 18 minutes per transaction plus 20 monthly review hours while maintaining the agreed quality standard.

ACCOUNTABILITY

Service owner defines the test window and quality criteria with workforce and finance partners. Authorized leaders approve resources.

DECISION SUPPORTED

Expand only when measured quality and total effort meet agreed criteria and the operating team is ready.

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