

CHAPTER 9 - REDESIGN THE WORK, DON'T JUST SPEED IT UP

Workflow Redesign Worksheet

Map a real process on paper before you touch any tool.

This worksheet walks you through MAP, then all four steps of FLOW, the same sequence that took a two-day reporting process down to under an hour.

The workflow I am redesigning:

Step 1: MAP the Workflow

Write out every step exactly as it happens today. Include the boring parts.

Step 2: Find the Real Bottleneck

Where does work spend the most time waiting?

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Step 3: Lose the Dead Weight

If I were designing this process today, what would I stop doing entirely?

Step 4: Optimize Around What AI Does Best

Step 5: Watch With a Human Checkpoint

Where exactly does that checkpoint belong?

The Checkpoint Rule

Any redesigned workflow that produces output for another person should include a human review before that output is shared.

Don't bolt AI onto a broken process. Redesign the process.