# PROBLEM → TOOL

VERY SERIOUS TOOLS

Fill one row per repeated pain, left to right. Write numbers, not adjectives. If a row has no name in the last column, it is not a tool yet.

COMPANY

DATE

| ROW | 01 → THE REPEATED PAIN<br>What happens again and again that nobody likes doing? | 02 → WHO SUFFERS<br>The role, not the person. Who else waits for it? | 03 → HOW OFTEN<br>Count it. If you have to guess, write ~ in front. | 04 → HOURS IT COSTS<br>Per month, roughly. Write the maths next to it. | 05 → WHAT A TOOL WOULD DO<br>The job, not the technology. One sentence. | 06 WHO OWNS IT AFTER<br>A name and a backup. They run it when we leave. |
|---|---|---|---|---|---|---|
| 01 | e.g. Copying web orders into accounting by hand | e.g. Office manager; finance at month end | ☐ DAILY ☐ WEEKLY ☐ MONTHLY | ☐ <5 H ☐ 5-20 H ☐ 20-50 H ☐ 50+ H | e.g. Copies orders every night, flags the odd ones | e.g. Office manager; CFO as backup |
| 02 | | | ☐ DAILY ☐ WEEKLY ☐ MONTHLY | ☐ <5 H ☐ 5-20 H ☐ 20-50 H ☐ 50+ H | | |
| 03 | | | ☐ DAILY ☐ WEEKLY ☐ MONTHLY | ☐ <5 H ☐ 5-20 H ☐ 20-50 H ☐ 50+ H | | |
| 04 | | | ☐ DAILY ☐ WEEKLY ☐ MONTHLY | ☐ <5 H ☐ 5-20 H ☐ 20-50 H ☐ 50+ H | | |

HOW TO USE
60 TO 90 MINUTES.
4 TO 8 PEOPLE.
ONE MARKER EACH.

**PAIN FIRST**
Describe what happens, not what you want to buy.

**COUNT IT**
Per day, week or month. A rough count beats a strong feeling.

**SHOW THE MATHS**
40 orders x 3 min x 21 days = 42 h a month. Now it can be checked.

**NO OWNER, NO TOOL**
Someone at your company runs it after we leave. Write the name.